



**DEPARTMENT OF BUSINESS & PROFESSIONAL  
REGULATION**

**BUREAU OF EDUCATION  
& TESTING  
(BET)**

**GENERAL ADMINISTRATION**

**MANUAL**

**FOR**

**EXAMINATIONS**

**A guide for**

**Supervisors & Proctors**

Revised (c) 2012





## **ACKNOWLEDGEMENT**

The Educational Testing Service granted permission to reproduce the section of the 1988 NCARB Test Administration Handbook which pertains to testing of candidates with special needs and disabilities.

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# **FORWARD**



# FORWARD

**About this Guide...**The purpose of *The General Administration Manual* is to provide:

- a brief introduction to the Florida Department of Business & Professional Regulation and the Bureau of Education and Testing
- a detailed explanation of the standard procedures for administering written examinations for professional licensure in the State of Florida.
- a reference guide for all Examination Supervisors, Assistant Supervisors, and Proctors

**Profession Administration Manuals:** A supplementary profession-specific manual will be provided prior to the administration of each examination. Such manual will include:

- exceptions and/or additions to standard examination procedures
- complete packing & shipping instructions: carrier, destination(s), etc.
- detailed checklists for the Examination Supervisor, Assistant Supervisors, and each Proctor
- memos
- detailed instructions for each special candidate
- Candidate Information Booklet
- Oral Instructions to candidates
- site contract or site confirmation form
- procedures for administering practical examinations (if applicable)

The standard procedures in the General Administration Manual should **NOT** be duplicated in the profession-specific Administration Manuals. The two guides must be used in conjunction with each other. This will:

- reduce duplication of information
- focus attention on unique requirements and deviations from standard procedure

Examination Supervisors and their Assistants must become familiar with the procedures in both manuals and bring both to the examinations. Keep in mind: Examination specific requirements **always** override standard BET procedures.

**Updates:** Periodically, changes will be made to general administration procedures to reflect changes in departmental policy. Updates, in the form of addendum or memos, will be mailed to all Examination Supervisors and

distributed to Proctors. Updates will be clearly marked **"Changes to current Examination Administration Procedures."**

It is suggested that you note the changes in your *General Administration Manual* and keep a notebook of all addendum and correspondence regarding examination administration.

**Strict adherence to and application** of prescribed procedures is critical to standardized testing and examination security. Exceptions should be made only when strict adherence to the guidelines is not feasible or would actually hinder the administration of the exam.

Any deviation from standard procedure or conditions must be well documented to protect the Department against legal action. Discretion should be used.

### **Practical Examinations**

A "practical examination" tests a candidate's hands-on ability to perform a procedure or apply a technique. Site Examination Supervisor is responsible for administering the practical examination. During the practical examination, independent examiners will grade the candidates. Procedures for practical examinations will be detailed in the profession specific-manual.





# **I. OVERVIEW:**

**THE FLORIDA DEPARTMENT**

**OF**

**BUSINESS & PROFESSIONAL**

**REGULATION**

# I. OVERVIEW

## FLORIDA DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION

Since the early 1900's, individual professions and industries in the State of Florida have formed commissions, councils, agencies, and regulatory boards to oversee the practice of individuals and businesses in their specific fields.

In 1969, the Florida Legislature created the Department of Professional and Occupational Regulation. In 1979, the name changed to the Department of Professional Regulation. Then in 1993, the licensing and regulatory functions of Professional Regulation and Business Regulation were merged into one agency, the **Department of Business and Profession Regulation (DBPR)**.

The agency's mission is stated as follows:

*" We ensure professions and Businesses provide quality services for the health, safety and welfare of the people."*

Florida encourages the highest standards for its businesses and professionals. It is a nationally recognized leader in its coordinated system of:

- examination and licensure
- regulation of industries
- standards and guidance for professionals
- consumer action lines ... hotlines ... information services
- investigation and prosecution of complaints

Its centralized consumer protection, public service, and policy development strives to provide a safe environment for all consumers. DBPR endeavors to comply with the Standards for Educational and Psychological Testing, APA, AERA and NCME.

For up to date information, you can visit the following Web Site:

<http://www.myfloridalicense.com/dbpr/>

### **List of Industries**

Condominiums and Cooperatives	Pari-Mutual Wagering
Community Association Management	Professional Boxing
Elevators	Public Food Services
Manufacture and Distribution of	Public Lodgings
Alcoholic Beverages	Real Estate Time Sharing
Manufacture and Distribution of	Retail Sales of Alcoholic Beverage
Tobacco Products	Sales of Subdivided Lands
Mobile Home Parks	Yacht and Ship Brokerage

### **List of Professions**

Certified Public Accountants	Drugs, Devices and Cosmetics
Architecture	Electrical Contractors
Interior Design	Employee Leasing
Asbestos	Geology
Athlete Agent	Home Inspectors
Auctioneers	Landscape Architecture
Barbers and Restricted Barbers	Mold Remediation
Building Code	Pilot Commissioners
Community Association Managers	Real Estate
Construction	Talent Agents
Cosmetology	Veterinary Medicine

### **BUREAU OF EDUCATION AND TESTING**

Examinations, statutorily mandated for many professions, require each candidate to demonstrate a specified minimum level of competence of the knowledge, skills, and abilities essential to the practice of the profession. The Bureau of Education and Testing is responsible for developing, scheduling, administering, and grading examinations. It is comprised of three interactive units:

#### ***Psychometrics and Research* is comprised of testing and measurement specialists responsible for:**

- ensuring the reliability and validity of each licensure examination used by the Department
- developing and validating in-house examinations
- updating item banks for test security
- monitoring examinations which are developed by national Boards and testing services to ensure that all examinations meet appropriate measurement standards
- conducting research related to testing and measurement
- coordinating the defense of examinations which are challenged

***Candidate Services serves as the primary contact with the candidates through:***

- scheduling the candidates deemed eligible by the Board for licensure examinations
- generating and distributing candidate admission cards
- providing the examination administration team with a roster of eligible candidates
- reporting examination results
- coordinating the examination review process
- compiling examination statistical data

***Examination Administration coordinates the candidate testing by:***

- securing sites for administering the examinations
- printing/ordering and shipping test materials to and from examination sites
- contracting and scheduling site staff
- developing exam-specific procedural manuals
- ensuring the reliability of the examination and candidate scores by providing uniform testing standards
- responding to requests for special testing conditions
- ensuring that candidates are afforded a quiet environment, adequate lighting, a comfortable work space, equivalent resources, and equal amounts of time to complete their examinations
- maintaining security of examination materials

**EXAMINATION ADMINISTRATION STANDARDS**

Uniform procedures are essential to standardized testing at multiple sites. The reliability of candidate scores is dependent on consistent and verifiable testing conditions. All examination personnel must follow identical testing procedures and give exactly the same instructions throughout the state of Florida. Each candidate should have a quiet environment, adequate light, a comfortable work space, equivalent resources, and equal time to complete the exam. These factors are critical to equal opportunity and indiscriminate testing.

Although the specific conditions of any examination site may require adapting these procedures into a more workable application, exceptions should be made only when strict adherence to the guidelines would actually hinder the administration of the examination or are not feasible. Any deviation from standard procedure or conditions must be well documented to protect the Department against legal action.

## **SECURITY**

On-site staff is responsible for ensuring the security of examination materials. If a breach of security occurs, test scores are no longer a valid, reliable indicator of the candidates' suitability to practice as a professional in that field. **SECURITY OF EXAMINATION STAFF, TEST MATERIALS, AND CANDIDATES IS YOUR NUMBER ONE PRIORITY.**

Though this reference guides the administration of pencil and paper examinations, the security and confidentiality guidelines contained within also applies to the Computer Based Testing program.

**II. ROLES & RESPONSIBILITIES**

**OF THE**

**EXAMINATION ADMINISTRATION**

**TEAM**



## II. ROLES & RESPONSIBILITIES OF THE EXAMINATION ADMINISTRATION TEAM

### ALL EXAMINATION STAFF

#### APPLICATION

All *Non Career Service (OPS)* Site Examination Supervisors and Assistant Supervisors are required to complete the Employment package with the Division of Administration, Bureau of Personnel, prior to assisting with examination administration.

Also provide one photocopy of a state Driver's License/ID Card, U.S. Military ID, or U.S. Passport *and two* photocopies of Social Security Card.

Proctors must register with the employment agency designated for that area and complete the background check.

#### ELIGIBILITY

Applicants **must be approved** for employment by a personnel official in the Candidate Services Unit, **prior** to assisting in the administration of an examination. Applicant must be 18 years of age or older.

The inclusion/representation of minorities (persons of color, women, etc.) as well as majority representation is encouraged.

Persons employed by the Bureau of Education and Testing may **not be involved** in any activity which may be determined a **conflict of interest**. Contact the Bureau's Candidate Services Unit for clarification and/or clearance of any possible conflict of interest, **prior** to commencing work with an outside entity.

- Anyone who plans to participate in the licensure process as a candidate cannot be employed for an examination of that particular profession. This does not preclude the person from working examinations for other professions. Persons who have relatives taking an examination should not Proctor that profession's examination prior to or on the relative's examination date(s).
- Examination Staff for DBPR cannot administer examinations for other testing services without written permission from the Bureau of Education and Testing.



## RESPONSIBILITY

The Examination Supervisor or Assistant can perform the duties of any examination staff. Proctors may not fill in for Supervisors unless specifically directed to do so by that Supervisor. **Note: "ES" refers to Site Examination Supervisor. DBPR coordinator refers to the "DBPR Examination Supervisor".**

## NAME TAGS

All examination staff are required to wear name badges. This identification procedure eliminates the possibility of a candidate being mistaken as a new Proctor. Name tags will be provided by BET. Examination Supervisors, Assistant Examination Supervisors, and Board Members will be identified by first and last names. Proctors are only required to display their first name.

Written instructions will be shipped to the Examination Supervisor and will be distributed prior to or during the Proctor Orientation Meeting. This manual and each profession's Administration Manual will clearly document the overall responsibilities of the examination team and the specific roles and responsibilities of each member. All staff are responsible for reading all instructions prior to the examination and should use the manual as a reference if questions arise.

## DOCUMENTATION OF HOURS WORKED / PAYMENT FOR SERVICES

Each ES, AES, will record all hours worked during the pay period on ONE time sheet. (i.e. If you work three examinations - Barbers, Construction, and Geology - you will submit one time sheet with hours for all three recorded.) Board codes must be clearly indicated on all Time Sheets.

Proctor Hours must be recorded at the end of each session of each day. The Examination Supervisor must review the hours recorded and sign in the space indicated. Copies of ALL Proctor agency Time Sheets are to be submitted to BET Candidate Services Manager at the end of each examination administration. For Proctors, Separate Time Sheets to be used for each Profession (BOARD).

Each proctor will receive an official pay voucher from the employment agency. This form must reflect ACTUAL hours worked with time off for lunch clearly marked and initialed by the Examination Supervisor to be valid. Corrections of time on a pay voucher will have to be authorized by Examination Supervisor to be accepted.

## REIMBURSEMENT FOR EXPENSES

**All** exam related expenses must be **pre-approved** by the DBPR Exam Candidate Services Manager. This includes both *travel and non-travel expenses*.

*Time sheets and all other related reimbursement vouchers must be received by the Department (Bureau of Education and Testing) within **seven working days after the conclusion of the examination.***

Complete a:

Reimbursement for other than Travel

Reimbursement for Travel Voucher

(out-of-town travel only, with completed prior approval forms)

To receive reimbursement for:

Examination related purchases

Travel expenses

Submit to:

Department of Business & Professional Regulation  
Bureau of Education and Testing  
Candidate Services Manager  
1940 N. Monroe Street  
Tallahassee, FL 32399-0791

ATTN: \_\_\_\_\_  
(Name of DBPR Candidate Services Manager)

## **DBPR EXAMINATION SUPERVISOR**

The DBPR Examination Supervisor (**DBPR ES**) coordinates all aspects of professional examinations prior to and immediately following the actual administration of an examination. Duties include:

- maintaining contact with DBPR Candidate Services, Psychometrician Professional Boards, National Boards, and independent test developers writing/updating specific Profession Administration Manuals, shipping Profession Administration Manuals, examination materials and administrative supplies to Site Examination Supervisors, 7 days prior to examination communicating with Site Examination Supervisors to ensure complete understanding of required procedures and Proctor count
- contacting the site concerning facilities set-up
- printing requests and ordering test booklets for in-house or national exam providers
- auditing materials before shipment and again upon return
- responding to the needs and requests of Site Examination Supervisors
- directing and assisting Site Examination Supervisors in resolving situations during examinations

- disseminating examination materials for scoring, statistical analysis, and candidate tracking
- reviewing Examination Reports and submitting them to Candidate Services Manager at the conclusion of the exam administration
- maintaining records by Profession: Examination Date - Site responding to the needs of candidates requiring special testing accommodations through ADA coordinator transporting examination materials to and from the site (within City Limits)

Unless otherwise specified by the testing vendor, DBPR Examination Supervisor standard ratios are as follows:

# of Supervisors	Per Every	Criteria for additional staff
1 ES	1-100 Candidates	National and/or Intricate
2 ES	101-300 Candidates Depending on Layout	examinations with Charts/ Drawings and References
1 AES	25–150 Candidates	Site Layout and Type of Books
2 AES	151-300 Candidates	

*DBPR* Examination Supervisors may also act as a Site Examination Supervisor.

### **SITE EXAMINATION SUPERVISOR**

The Site Examination Supervisor (ES) is responsible for the actual administration of an examination. These responsibilities include:

- auditing and securing shipment of test booklets and materials, including Rosters and Pink Slips
- setting up Stations, selection and orientation of Proctors
- handling candidates with Special Needs & Disabilities
- maintaining a smooth candidate flow and a good examination atmosphere
- ensuring the safety of the candidates and Proctors
- reading the oral instructions to candidates
- guiding Proctors and verifying that all procedures are followed
- communicating with DBPR (ES) and control the security of examination
- preventing or minimizing disturbances to candidates
- dealing empathetically with individual candidate concerns
- dealing with defective materials
- documenting irregularities and unusual situations
- completing an Examination Report form
- verifying and signing all examination staff's time sheets

It is essential that the Site Examination Supervisor be knowledgeable of all examination procedures and each Proctor role/duties. In addition, Site Examination Supervisor must review budget (cost) provided by DBPR Supervisor and administer the examination within that budget. Any additional expenditures

should be cleared with the Bureau Chief, OMC II, or the Candidate Services Manager before incurring the expense.

The responsibilities above cannot and must not be delegated to Board Members, Examination Development Specialists, representatives of testing services, etc. In case of emergency, an Assistant Examination Supervisor (or, if none, an experienced Proctor) may perform these duties temporarily.

The Site ES will need to review and/or prepare the following materials prior to and during the examination:

1. General Administration Manual
2. Profession Administration Manual
3. Rosters
4. Audit Forms
5. Pink Slips
6. Examination Report forms
7. Emergency and Irregularity Report forms

It is recommended that the Site Examination Supervisor keep the Examination Report and profession-specific Administration Manual together for quick reference. The General Administration Manual should also be easily accessible. (All additional materials should be organized and stored at Booklet Control).

## **ASSISTANT EXAMINATION SUPERVISOR**

Each Assistant Examination Supervisor (AES) will be assigned a specific role for an examination. An AES may be assigned to:

- coordinate Booklet Control activities
- administer examinations to special candidates
- serve as a Floating/Support Proctor

An AES should be prepared to assume the responsibilities of the Examination Supervisor in case of an emergency. AES's should also assist the Site ES in documenting and performing other duties as necessary.

**BOOKLET CONTROL AES:** The AES at Booklet Control is to conduct a careful and complete audit of test material immediately before and after each session of an examination. The BC-AES will:

- audit the initial shipment of examination materials
- divide examination books/materials amongst the Station Proctors *by candidate category/specialty*. Use of Special candidates' exam BOOKS, if available
- maintain the Booklet Control area in a secure and orderly manner
- complete the Booklet Control Worksheet
- establish and keep a list of all defective test booklets and causes

- perform an audit of all examination materials at the conclusion of each exam
  - pack and ship examination materials back to BET or the testing vendor
- Examination materials must be monitored at all times ... from the time of delivery ... throughout the administration of examination ... during lunch ... and until they have been signed for by the designated carrier. BOOKS ARE NEVER TO BE LEFT UNATTENDED - FOR ANY REASON!**

The Booklet Control, AES, will need the following materials:

1. Roster of Candidates, Alpha and Numeric
2. Test Booklets and Answer Sheets
3. Packing/Site Inventory Form (for test booklets)
4. Booklet Verification Forms
5. Booklet Control Worksheet
6. Extra copies of all forms

**AES ADMINISTERING EXAMINATIONS:** An AES overseeing an examination or administering examinations to special candidates will:

- assume all responsibilities of managing the administration of the examination
- read oral instructions
- time and document the complete examination
- handle incidents and irregularities until the ES can intervene.

## PROCTOR

Proctors are responsible for assisting the Examination Supervisor in the administration and security of licensure examinations. Unless otherwise specified by the testing vendor, Proctor duties and standard ratios are as follows:

Proctor Roles	# of P's	Per Every
Door/Security	1 2	25 – 199 candidates 200+ candidates (Depending on site layout-Extra exits or outlets)
Station	1	10-30 candidates
Floating/Support	1	3 stations (Depends on exam time/procedure)
Restroom	1 person -or- 1M & 1F	set of restrooms (M & F) depending on: candidate count number of restrooms exam duration

An exact Proctor-to-candidate ratio is specified for each examination *including National* and noted in the profession's Administration Manual.

Although each Proctor will be given a specific assignment for the exam, it is critical that all Proctors be familiar with the responsibilities of other Proctor assignments. Proctors often must assist other staff, fill in during breaks, or serve multiple roles.

If any problems with exam books, security, or special situations occur, Proctors must immediately inform the Site Examination Supervisor.

## **DOOR/SECURITY PROCTORS**

The Door/Security Proctor monitors the entrance to the examination room and must ensure that:

- all candidates have a White Admission Slip or a Duplicate Admission Slip
- Unauthorized individuals do not gain admittance to the exam. Refer to Supervisor for final decision
- Board Members and visitors have been pre-approved for admittance and are provided the proper name tags, if available
- restricted materials (including backpacks, purses, cameras, tape recorders, radios, beepers, *cell* phones, electronic organizers, computers non-authorized reference books/materials) are placed in a designated area near the entrance/exit to the examination room. **Each item should be identified by candidate number.**
- candidates are told that the Department assumes no responsibility for personal items.
- each candidate's White Admission Slip bears the specified exit code and Station Proctor initials before that candidate may exit.
- candidates do not retrieve personal belongings until they have completed the check out process and are leaving the exam room.

Door Proctors must have the following materials:

1. Candidate Alpha Roster
2. Station Assignment List
3. Duplicate Admission Slips
4. Certification of Identification Forms
5. Late Slips
6. Visitor Sign-In Roster

## **STATION PROCTORS**

Each Station Proctor is responsible for overseeing the testing of an assigned group of candidates and the set-up of their station. The basic duties of a Station Proctor include:

- checking Pink slips against the Roster and prepare Audit Forms

- identifying and tracking candidates by recording candidate numbers
- completing a station Seating Chart on the reverse side of the Audit Form
- distributing, tracking, and collecting examination materials (*I or X*)
- monitoring candidates and testing conditions
- reminding candidates at the 30 minutes time remaining, to transfer answers to Answer Sheets
- documenting attendance, no shows, unusual situations
- inventory and auditing of all returned examination materials including Candidate Comment Forms

Station Proctors are expected to be the first DBPR representative available to candidates requiring assistance. Maintain a friendly and warm atmosphere at all time during the examination.

All Station Proctors will require the following materials:

1. Station Roster (numeric)
2. Pink Slips
3. Audit Form for Test Materials
4. No-Show Slip
5. Certification of Identification Forms
6. Pencils, Red Pens and Black Pens
7. Red Wing Expansion Folders (2) - labeled with Station #
8. Answer sheets and/or solution/essay booklets (examination specific)
9. Test question booklets (examination specific)
10. Candidate Comment Forms
11. Clipboards

## **FLOATING/SUPPORT PROCTORS**

Floating/Support Proctors are to assist Station Proctors in the general administration of the exam. It is important that Floating Proctors be familiar with all Proctor assignments since they may be asked to cover any Proctor role. They will:

- assist candidates in locating seats and checking IDs
- assist Station Proctors in distributing test materials
- monitor the candidates
- verify the accuracy of administration records
- transport examination material between the Proctor Stations, Booklet Control and On-Site Grading Room
- relay candidate questions and concerns to the Examination Supervisor
- escort candidates on any personal breaks taken during the exam, if necessary
- relieve all examination staff for breaks
- assist with *Grade Report distribution and other tasks as needed*

Support Proctors are also responsible for making sure that Station Proctors maintain the necessary supplies: pencils, markers, station signs, etc. Floaters will assist Station Proctors in auditing test material before the final audit of materials at Booklet Control.

In case of a Station Proctor emergency, the Support Proctor may fill out forms, verify and sign for a Station Proctor.

## RESTROOM PROCTORS

For each examination, at least one Proctor will be needed for restroom security. The exact number of Restroom Proctors will be based on the number of candidates scheduled, the layout of the facility, and the length of the exam. One Proctor is to be stationed just outside each restroom during the examination. The Restroom Proctors are to ensure that:

- candidates sign in and out of the restroom
- no books, papers, etc. are taken into the restroom
- no talking or exchange of information occurs among candidates
- a timely and orderly **flow** of candidates in and out of the restroom area.  
Frequent usage by same candidates to be flagged
- periodically check the restrooms (after use) for examination notes or improper communication between candidates

Keep in mind that the majority of known and recorded "irregularities" have occurred in the restroom. Stay alert and frequently police the vicinity.

Restroom Proctors will need:

1. Restroom Rosters
2. pens/pencils
3. rubber gloves (optional)

## BOARD MEMBERS AND OTHER VISITORS

Board members often attend the administration of licensure examinations, only as observers. **They should not be placed in the role of mediator of candidate complaints.** Board members may not converse with or disrupt any candidate during the examination or be allowed to examine test materials.

The Examination Supervisor is responsible for ensuring the role of the Board member is closely monitored. If a candidate files a formal complaint about any aspect of the exam, it will be the responsibility of the Board to decide if the candidate's complaint has merit.

Occasionally unannounced visitors will appear at the examination site, refer to Site Exam Supervisor for a decision. Both Board Members and visitors must sign



the Visitor Sign-In Roster. Unauthorized visitors must maintain a distance of at least 50 ft away from examination site entrances. Ask for assistance from the site staff to enforce this rule.

## **III. EXAMINATION**

### **PREPARATION**





# III. EXAMINATION PREPARATION

## PRE-EXAMINATION DUTIES OF THE EXAMINATION SUPERVISOR

The profession-specific Administration Manual will be sent by the DBPR Examination Supervisor to the Site ES at least 7 days prior to the scheduled exam. All other administration materials will arrive 3 - 5 working days before the exam. Refer to the manual and packing sheet enclosed in the shipment to verify you have received all the materials needed to administer the exam.

## PRINTING OF EXAMINATION MATERIALS

Printing of examinations for in-house developed examinations shall be secured in the following manner:

- (A) A requisition for printing shall be prepared and presented by the Examination Supervisor to the Candidate Services Manager. The requisition shall be clearly designated as "Confidential Material" and Original to be returned to the Bureau of Education and Testing immediately upon approval.
- (B) Upon receipt of such requisition the Department print shop shall insure:
  - 1. Full compliance with the conditions contained on the requisition.
  - 2. That the print shop is secured and no access to examination materials by any unauthorized personnel until the test booklets, and original copy are released to the responsible BET personnel. To comply with security for printing, the following actions of all in-house developed examinations must be followed:
    - a- BET personnel will remain with the examination materials during the entire printing.
    - b- The print shop personnel will record on the print request the beginning and ending numbers of the copying machine.
    - c- BET personnel will count and verify that all material printed agree with print request prior to leaving the print shop.
    - d- Defective copies will be recorded on a destruction form then destroyed by BET staff and witnessed by print shop personnel.
  - 3. All above described materials shall be released only to the authorized BET personnel.

## **SCHEDULE EXAMINATION STAFF**

Candidate Services Manager and DBPR Examination Supervisor are responsible for scheduling Site Examination Supervisors who are entrusted to schedule Assistant Supervisors and Proctors to assist in the administration of the exam. Site Examination Supervisors and AES must already be on DBPR Personnel listing as OPS, prior to scheduling as an exam official. Proctors must be of current and active status with the designated employment agency.

## **CONFIRM DELIVERY OF TEST BOOKLETS**

The designated secured carrier or vault personnel should be contacted prior to the examination to confirm delivery time, pick-up, and location. Certain national exams, the audit of exam materials is carried out at the designated secured carrier's place of business at least two-three weeks prior to the exam.

## **SECURED SHIPMENT OF TEST BOOKLETS TO EXAMINATION SITE**

It shall be the responsibility of the Bureau of Education and Testing or National Vendor to insure secured shipment of test booklets to the examination site. Such shipment may be by personal delivery or by an approved delivery agent or service whose security credentials have been approved by the BET.

## **CANDIDATE STATION ASSIGNMENTS**

A set of Rosters (numeric and alpha) and the candidates' Pink Slips (in candidate number order), will be included in the pre-examination shipment. Also included will be an ADA Chart of candidates and their accommodations.

It is the responsibility of the Examination Supervisor/*Site Supervisor* to divide the numeric Roster into Station Rosters according to the Proctor-to-candidate ratio specified in the profession Administration Manual. Candidates are assigned to stations according to their candidate Identification Number.

- If duplicate copies of the master Roster are used for extra stations or Special Candidates, write the station number and assigned candidate numbers at the top, then mark out portions of the list not assigned to that station.
- If pre-assigned computer-generated Station Rosters are used, check the assignments to ensure that the Board or test vendor's guidelines have been followed.

Pink Slips are then attached to the corresponding Roster.

## **PREPARE PACKETS FOR ALL STAFF**

Packets containing administrative forms and supplies must be prepared for each:

- Assistant Examination Supervisor/Booklet Control Proctor
- Station Proctor
- Door Proctor
- Restroom Proctor

It is recommended that the Examination Supervisor keep the Examination Report and profession-specific Administration Manual together for quick reference. The General Administration Manual should also be easily accessible. (All additional materials should be organized and stored at Booklet Control.)

## **PREPARE SIGNS**

The DBPR Supervisor/Site Supervisor will prepare signs to be posted throughout the examination site. The Site ES may need to fill in the candidate assignments on the following signs:

- Main Directory
- Aisle Directories
- Station Directories

## **SITE INSPECTION**

An inspection of the examination site should be conducted by the Examination Supervisor/Site Supervisor prior to the administration of the exam. Use the Test Environment / Adequacy of Test Facility form in the Examination Report to guide your inspection. Important elements to check include:

- the microphone and public address system
- lighting and ventilation
- temperature
- tables - comfortable height (approx. 30" from the ground); smooth writing surface; clean and in good condition; preferably six or eight foot tables
- chairs - comfortable/supportive seating
- accessibility to exits
- restrooms- including convenience of location

If the tables and chairs are not provided by the examination site, the DBPR Examination Supervisor will contract for six or eight foot tables from an outside vendor. The Site Examination Supervisor must ensure tables and chairs have been delivered. Prior expense coverage must be approved by Administration.

Check the site for obstacles or potential barriers to easy access. Be aware of special needs candidates that might be affected by site layout or obstructions.

A clock, clearly visible to candidates, is preferred. A clock can be provided through BET supplies.

Be alert for any situation that might cause a disturbance during the examination. Listen to existing noise levels to assess potential distractions. Also check with the facility manager about functions scheduled in adjacent rooms or any maintenance/construction that might interfere with candidates' concentration. (Concerts, tours, banquets, construction, and use of cleaning equipment are disturbances sometimes encountered). Purchase of ear plugs is recommended.

The facility's site management must be informed of any situations that may cause disturbance or inconvenience to the candidates. These situations must be resolved prior to the exam. If you have difficulty finding an acceptable solution to a problem, contact the DBPR Candidate Services Manager. Both the situation and the resolution must be recorded on the Test Environment/Adequacy of Test Facility form in the Examination Report.

A facilities representative should be available the day of the examination in case unanticipated situations/disturbances develop. A telephone should be available for emergencies or communication of exam related issues.

## **CHECK SUPPLIES**

Each profession's administration manual will contain a Checklist of Supplies listing all items, general and specific, that are needed to administer its examinations. Check the shipment and your existing supplies to ensure you have adequate quantities.

General supplies include:

- BET administration forms
- national board/vendor documentation forms
- general office/examination supplies: tape, stapler, and folders, plain paper
- answer sheets
- shipping supplies: labels, tape, and packaging
- large clock (if not provided by the site)

The following supplies should also be on hand:

- First Aid Kit and Rubber Gloves (Examination staff MUST protect themselves when dealing with situations that pose health risks. Examples include: checking trash for evidence of irregularities, dealing with an injured candidate or fellow staff member, etc.)



# PROCTOR ORIENTATION MEETING

Prior to the administration of the exam, the Examination Supervisor must hold a Proctor Orientation Meeting. This may occur either the day before the examination or the morning of the exam. It is suggested that the Examination Supervisor follow the outline below in conducting the Proctor orientation.

## **Welcome and Introductions**

Proctor eligibility - conflicts of interest (working with the State contracted vendor).  
New Proctors are partnered with regular Proctors.

## **Background - briefly**

Purpose of the examination

Role of the Bureau of Testing

Examination security & examination staff - Examples of wrong or unaccepted situations

Explain the General Administration Manual for Examination - (Major sections) - discuss all procedures and forms.

Distribute and review the Proctor Instructions. Review of time schedule.

Exceptions and additions to standard procedures for written examinations,

Procedures for practical examinations

Distribute and review **special candidate** materials (if applicable)

## **Guidelines for Daily Conduct**

- Arrive at designated reporting time and wear name tag
- Provide a quiet and comfortable atmosphere for candidates
- Be alert and polite. Be aware of exam environment. Report any unusual situations to the Exam Supervisor
- Follow instructions of the Examination Supervisor
- Listen to announcements
- Do not be distracted by reading, talking or whispering during the examination and near candidates
- Limit breaks and lunch recess to scheduled time
- Quiet snacks allowed at Proctor's table. Drinks in spill proof containers only
- Complete forms and assignments. Record hours on time sheet daily

## **Delegation of Responsibilities**

- ❖ Assistant Examination Supervisors
- ❖ Door/Security Proctors
- ❖ Station Proctors
- ❖ Floating/Support Proctors
- ❖ Restroom Proctors

Reinforce the following: **NO ONE ON THE EXAMINATION TEAM IS PERMITTED TO OPEN THE TEST BOOKLETS AT ANY TIME.**

**EXAMINATION SUPERVISORS AND PROCTORS ARE NOT TO MAKE ANY CORRECTIONS, CHANGES, ETC. ON CANDIDATES' EXAMINATION BOOKLETS OR ANSWER SHEETS.**

Candidates are NOT permitted to copy any information or questions from the test booklets. The Examination Supervisor should be certain Proctors understand the restrictions for entrance into the examination room and that photographing or electronic transmission is prohibited.

**GENERAL NOTES TO ALL EXAMINATION STAFF**

1. **Reporting times** for all Proctors will be set by the Examination Supervisor at the Proctor Meeting. Generally, staff will report as follows:

AES	about an hour	prior to the candidate reporting time
Proctors	about a half hour	" " " "

2. **Dress Code:** The Department's dress code is casual. Please dress in a comfortable but professional manner. Ragged jeans, cutoffs, etc. are not permitted. It is important that you dress comfortably and wear quiet, soft-soled shoes.

3. **Name tags:** Always wear your name tag designating:

Proctor	+ first name
Examination Supervisors & Assistant Supervisors	+ first & last name
Board Members and Visitors	(name not required)

4. **Board Members** and approved visitors may be present during the examination but must NOT disturb candidates.

- Supervisors and Proctors are not to ask examination administration questions of Board Members.
- Board Members may not examine any test booklet at the site. Special arrangements can be made for Board Members to review state developed examinations at the Bureau of Education and Testing in Tallahassee.
- Reviews of nationally developed examinations are subject to vendor guidelines.

5. **Breaks:** Proctors are expected to take breaks in an orderly manner. No breaks are to be taken before the actual examination has begun or during the last 30 minutes of examination time when all Proctors must be at their appointed assignments.

6. **Lunch:** Bring your lunch and beverage since you may not have time to leave the examination site. A lunch break will be offered after completing set-up for the next test session. Proctors should be offered at least a half an hour lunch break during administration of a full-day exam.
7. **Secure candidate escort:** The examination begins the moment the first candidate receives a booklet. At that point the candidates are not allowed to leave the examination room **without** a secure escort.
8. **Restroom:** Only one candidate per station is allowed to leave the station at any one time. The Station Proctor must attend to candidate's test book and Answer Sheet during restroom breaks.
9. **Test Booklets: NO EXAMINATION BOOKS ARE TO BE LEFT UNATTENDED ON A TABLE AT ANY TIME DURING THE EXAMINATION.** All Booklets assigned to candidates must be returned and accounted for.
10. **Examining test items:** Examination Staff are not allowed to examine any test item unless specifically directed by the Examination Supervisor or a candidate. If a defect is discovered by a candidate, the ES, AES, or Proctor may inspect the book. This is the **only** circumstance which allows examination staff to open test booklets.
11. **Answer Sheets:** Candidates information for written examinations is completed by the candidates during the instructions at the beginning of each examination.

**NO STATION PROCTOR, ASSISTANT EXAMINATION SUPERVISOR, EXAMINATION SUPERVISOR OR OTHER STAFF IS TO MAKE ANY CORRECTIONS, ON ANY TEST BOOK, ANSWER SHEET OR SOLUTION PAMPHLET GENERATED BY A CANDIDATE.**

12. **Candidate notes:** Candidates may record notes in the test booklet but will **only receive credit** for the answers recorded on their Answer Sheets or solution pamphlets. Scratch paper provided, must be collected with the examination materials. No notes may be written on the candidates' own personal books *that would be removed from the examination room*.
13. **Remain attentive and ALERT:** All examination staff should remain alert and attentive during the examination. There shall be no reading books or magazines, knitting, writing letters, etc. at the site, except in the designated break area.

**NO SLEEPING** in the examination room - walk around and observe candidates. Alert candidates to transfer their answers to their Answer Sheets.

14. **Noise/talking:** limit the amount of **TALKING or WHISPERING**, in volume and quantity, as this could disturb candidates. If it is necessary for proctors to talk to each other, they should do so quietly, away from the candidates.
15. **All forms:** Make sure all administration forms are complete, legible, accurate and written in black, blue ink or pencil.
16. **WHEN IN DOUBT, ASK THE EXAMINATION SUPERVISOR.**

## **SITE SET-UP**

Immediately following the Proctor meeting, examination staff may prepare the examination rooms for testing.

### **PODIUM**

A podium or table and a chair should be placed at the front of the room for the Examination Supervisor to use while reading the Oral Instructions and make any necessary announcements.

### **MICROPHONE**

Site Supervisors will need a microphone to ensure all candidates can clearly hear the oral instructions. Test the P.A. system to make sure you know how to operate any controls and ensure that the equipment is functioning properly.

### **CLOCK**

There should always be a clock in each testing room to ensure accurate timing. If possible, a clock should be visible to all candidates.

Examinations must be timed precisely - to the second. The official timing device, used to begin and end the exam, can be either a digital or face clock with a second-hand.

### **BOOKLET CONTROL AREA**

A small adjoining room or a section of the examination room (out of the line of candidate traffic) is to be designated as the Booklet Control area. This area will serve as the hub of examination distribution/collection and tracking/auditing of materials. The Assistant Examination Supervisor, who manages Booklet Control, will need at least two 6-8' tables or more.

### **PROCTOR TABLES**

A table should be provided for the Door/Security Proctor, Restroom Proctor, and each Station Proctor. The tables will be needed for sign-in/sign-out and during the tracking and collection of test materials.

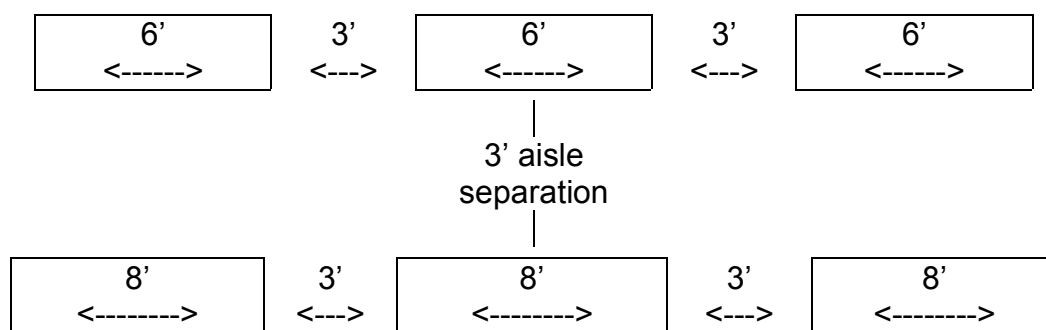
Proctor tables should be placed away (but not too far) from the candidates to decrease noise generated by candidates who finish early. These tables should be labeled with the station number and corresponding candidate numbers required to check out at that Proctor table (ex: Station #, Candidate ### Thru ###).

## CANDIDATE TABLES AND CHAIRS

Tables and chairs should be set up by site personnel (or the supplier). Be sure the set-up meets BET requirements.

Generally, either six or eight foot tables are used. Two candidates may be seated at each table with three feet of space separating the tables

Each table should be placed at least three feet from the table in front and three feet from the table behind, where possible. The aisles should be wide enough to allow Proctors easy access to candidates without disturbing them. All candidates must sit facing the same direction.



In a theater-style set-up, the candidates should be seated directly behind each other at every other seat in every other row.

Some professions such as Construction, Electrical Contractors, and Pilots have more stringent requirements. Always check the specific profession's Administration Manual for specific requirements.

## SPECIAL ACCOMMODATIONS FOR CANDIDATES

If special accommodations are required to test a candidate with a disability, a report detailing the individual set-up will be provided, in addition to the ADA Site Verification form, outlining the special accommodations required.

## SUPPLIES

Examination staff must perform a complete audit of the supplies required for the examination. Supplies should be unpacked and set up in the Proctors' work areas. As a general rule, each site should contain supplies for 10% over the number of candidates scheduled. Supplies should be available at each Proctor Station for candidates who need additional supplies. The supplies should be divided by the number of stations and distributed to each Station Proctor. Supplies include, but are not limited to:

- ◆ sharpened pencils

- ◆ red pens
- ◆ red wing folders
- ◆ administration forms
- ◆ clipboards, if available
- ◆ a pencil sharpener for candidate use.

## RESTROOM PREP

If the site restrooms have numerous stalls, every other stall should be taped open to decrease the possibility of candidates transferring information between stalls. A sign stating "STOP.....DO NOT USE" must be placed on the doors that are taped open. Remember: the stall doors must be sealed open; do not close them off.

## SIGNS

Signs should be placed throughout the examination site to promote test security as well as appropriate examination conditions and procedures. Multiple copies of some signs may be needed depending on the layout of the site and the number of candidates scheduled.

NOTE: Some sites will not allow signs to be posted on walls or doors. In this case, attach the signs to tables. Use masking tape so as not to leave marks.

The following signs are required:

- a) Main directory: At the entrance to the examination room, post a large sign designating each station number and the candidate numbers assigned to that station. As an example:

<u>Station #</u>	<u>Candidate #</u>
1	310001 - 310020
2	510021 - 510040
3	610010 - 610030

- b) Aisle directories: At the end of each aisle, post a sign with the station number and the candidate numbers seated on that aisle. For example:

**Station #1 Candidates #210010-210035**

- c) Station directories: On each Proctor check out table, post a sign indicating the station number and the range of candidate numbers required to turn in test booklets and answer sheets there. For example:

**Station #1 Candidate #210010-210035**

- d) Outside the entrance post:

**Doors Open at \_\_:\_\_ - Know your assigned station number**

**Quiet Please - Testing in Progress**

e) Throughout the examination room post:

**Quiet Please - Testing in Progress**

f) Outside and inside restrooms post:

**Quiet Please - Testing in Progress**

g) On the inside of all exit doors, except the designated entrance, post:

**DO NOT EXIT**

h) On the outside of all doors to the examination room (except designated entrance):

**No Entrance - Testing in Progress**

**Quiet Please - Testing in Progress**

## **ROSTERS, CANDIDATE STATION ASSIGNMENTS & AUDIT FORMS**

It is imperative that the information recorded on the Rosters and Audit Forms be accurate and legible.

### **ROSTERS, ALPHA & NUMERIC**

Multiple copies of the numeric and alphabetic candidate rosters are sent to the site. The "Alpha" Roster lists all candidates in alphabetical order and indicates each candidate's six digit identification number, portions scheduled, special needs, and any comments. Alpha Rosters are used by the Door Proctor and Booklet Control to assist candidates who do not have their White Admission Slip indicating their candidate number and to locate a candidate's seating assignment.

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The Numeric Roster lists examinees by candidate number and serves as an attendance and materials tracking form. Candidate names are not listed on the Numeric Rosters to ensure anonymity and confidentiality.

Station Proctors will use abbreviated Numeric Rosters listing only those candidates assigned to their particular station.

## **CANDIDATE SEATING ASSIGNMENTS**

Each Station Proctor will be assigned a Station Roster with the corresponding Pink Slips during the Proctor Orientation Meeting. Proctors should verify that the Pink Slips correspond to the Roster. Any discrepancies should immediately be reported to the Examination Supervisor.

A Pink Slip is placed at each candidate's table/seat progressing in numerical order along the row. Proctors should check the Pink Slips to ensure that candidates with the same last name and/or address are not seated next to each other. Pink Slips may be placed on the tables with the information side faced up..

**Note: The examination room must be monitored by examination staff or securely locked any time candidate information or examination administration materials are present.**

## **AUDIT FORM FOR TEST MATERIALS**

Each Station Proctor will need to prepare an Audit Form for Test Materials (commonly called the "Audit Form"). During examination preparation, fill in the heading:

- Record the candidate numbers as listed on the Station Roster.
- Candidates designated "ineligible" SHOULD be listed and included in the official count of Candidates Scheduled.

In the columns across the page, record items (one to a column) that must be collected from each candidate at the end of each examination part. Test booklets, answer sheets, scratch paper, etc. must be listed separately.

If a candidate is not required to take all parts of the examination, the Proctor will record NA (not applicable) in the columns for each part the candidate is not required to take.

The prepared Audit Form will remain at the Proctor Station during the examination until all candidates have returned their test booklets and answer sheets.

### **SEATING CHART**

On the back of the Audit Form is a blank seating chart. Each block represents one table. Indicate the candidate seating assignments by filling in the last three digits of the candidate ID numbers in the appropriate blocks. Also indicate the location of the podium, other stations, exit doors, etc. surrounding the station. (Changes made in seating assignments will be indicated as they occur in the Comment portion of this form.)

### **ANSWER SHEETS**

Prior to the exam, an Answer Sheet should be placed at each candidate's seat, unless it is included in the test booklet.

### **RE-INSPECTION OF SITE SET-UP**

Finally, the Examination Supervisor will again inspect the site to ensure proper set-up.





**IV. PRE-EXAMINATION AUDIT**

**OF**

**EXAMINATION MATERIALS**



## IV. PRE-EXAMINATION AUDIT OF EXAMINATION MATERIALS

### DELIVERY OF TEST MATERIALS

Each day test booklets and answer sheets are delivered to the site. Only the Examination Supervisor or Assistant Examination Supervisor may sign the delivery receipt.

- For Examinations administered in ORLANDO, materials will be shipped via express carrier in special boxes and received by DBPR Examination Supervisor or delivered by exam vendor personnel on the day of the exam..
- Examinations administered at other sites will be delivered by secured carrier or BET personnel (within City Limits) on the day of the exam.

Once the test booklets are received, the Assistant Examination Supervisor is to remain with the books at all times. **Examination materials must always be monitored from the time they are delivered until they are picked up by the delivery service or authorized BET staff members at the end of the day.**

### PACKING/SITE INVENTORY FORM

Immediately upon receipt of the examination booklets, a complete audit must be performed to ensure all examination materials have been received. Two designated staff must check the shipment against the Packing/Site Inventory Form enclosed in the boxes. A copy is also included in the profession Administration Manual behind the Shipping tab:

- It is the Examination Supervisor and Assistant Supervisor who will be responsible for the booklet audit, along with a designated Proctor.

Prior to conducting the booklet audit, always check the profession Administration Manual for exceptions and specific requirements. Unless otherwise directed, follow these BET procedures:

- 1) Open the boxes with required booklets and do NOT damage the contents OR the container. The container and delivery label will be needed for the return shipment.
- 2) If the booklets are shrink wrapped, examine the shrink wrap for tampering before opening. Remove the shrink wrap.

- 3) Count the number of test booklets/packets in each container. Compare the actual items received to the Packing/Site Inventory Form enclosed in Shipment.
  - Check the TOTAL NUMBER of each test Form.
  - Verify EACH BOOKLET NUMBER against the Packing/Site Inventory Form
- 4) Once all materials are accounted for, both auditors must sign the Packing/Site Inventory Form.

**THE BOOKLET NUMBERS MUST MATCH THE PACKING SITE INVENTORY FORM EXACTLY. If they do not, CONTACT the BET VAULT PERSONNEL OR THE TESTING VENDOR IMMEDIATELY.**

Booklets for any session to be administered later should remain sealed and be **securely stored** at Booklet Control or at another **approved** secure area. Only audit examination booklets for one examination part at a time. Reseal each carton after the contents have been audited.

## **BOOKLET VERIFICATION FORMS**

Prior to the candidates entering the examination room, the Assistant Examination Supervisor will assign test booklets and distribute a completed Booklet Verification Form to each Station Proctor. Station Proctors must verify the test booklet sequence and the total count of booklets received prior to signing the Booklet verification form and accepting responsibility for the books.

The form must also be signed by either the Examination Supervisor or the Assistant Examination Supervisor. Then record the booklet number on the roster or Audit Form, next to the candidate ID number.

Booklets are to remain at Booklet Control until all candidates check-in and the Examination Supervisor directs the Station Proctors to pick up the booklets and begin distribution.

Booklet Verification Forms are to be retained at Booklet Control at all times and must be organized by station number.





## **V. ADMINISTERING THE EXAM**

### **Chronological Description of Events**

**&**

### **Procedures**





# V. ADMINISTERING THE EXAM

## Chronological Description of Events & Procedures

### CANDIDATE ADMISSION

The Examination Supervisor will signal the Door/Security Proctor when the candidates are permitted to enter. The Door Proctor is to check each candidate's White Admission Slip and direct candidates to their assigned stations. Candidates with White Admission Slips are **NOT** checked against Roster at this time. **Candidates must have a valid photo ID to gain access to the examination room.**

Processing procedures for a candidate appearing at the examination site without a White Admission Slip:

- Step 1. Check the Alpha Roster for the candidate's name and scheduled parts of the examination.
- Step 2. Ask the candidate for an accepted photo ID, such as:
  - Driver's License
  - Passport
  - Official State ID Card**Student ID's or Credit Cards with photos are NOT an accepted ID form.**
- Step 3. Complete a Duplicate Admission Slip form and have candidate retain for admission to subsequent examination sessions.
- Step 4. If the name is not on the Roster, advise candidate that further verification is needed with Candidate Services at the BET and ask candidate to wait in a designated area. Simultaneously advise Examination Supervisor.
- Step 5. Once clarification has been made, the Examination Supervisor will:  
  
Approved - verify sufficient exam materials available. Add candidate to the Roster, issue a number and seat candidate. Complete steps 2 and 3 above.

Not Approved - refuse admission and advise candidate to contact the appropriate professional Board office to reschedule for the next administration.

## **CERTIFICATION OF IDENTIFICATION**

If there is any question about a candidate's identity (even an unconvincing photo I.D.), a Certification of Identification Form must be completed and attached to the pink slip. The proctor will then write the photo ID number and initial the Pink Slip. Always compare the photo I.D. against the candidate sitting at the table.

Notify the Examination Supervisor of any:

- candidate whose name does not appear on the roster
- candidate with unconvincing identification
- discrepancies between rosters and admission slips

**Please be discrete, calm and courteous - careful not to upset the candidate.**

## **PERSONAL ITEMS**

Candidates may bring in personal items or supplies needed during the examination, but they must be in a clear plastic bag no larger than eight by eleven inches (8"x11").

## **TRANSLATION DICTIONARIES**

Certain Boards have provisions which allow for candidates whose first language is not English to use strict translation dictionaries (which contain no definitions) at the examination. These provisions are implemented for the approved professions and are mentioned in their CIB.

The following is to be checked when admitting these candidates to the examination room:

- Check the dictionary for any notes. Do not allow any dictionary with notes in the examination room.
- **Do not** allow candidates to write in their dictionaries during the examination.

No additional testing time will be given to candidates requiring the use of a translation dictionary.

## **RESTRICTED MATERIALS INCLUDE:**

- briefcases, portfolios, backpacks, purses, fanny packs
- cameras, tape recorders, computers, calculators, watches with memory capability and electronic organizers
- radios, beepers, cell phones, electronic transmitting devices
- canisters of mace, pepper spray or other personal defense items
- unauthorized loose-leaf or bound reference materials, school notes
- unapproved dictionaries, thesauruses, or other spelling aids

These items must be collected as candidates enter and placed in a designated area at the entrance of the room. The Department will accept absolutely **NO responsibility** for any personal items placed in the examination room. Encourage candidates to write their Candidate Numbers on such items.

Some examinations allow the use of approved reference materials, calculators, templates, etc. Only allow these materials into the examination room according to the specific standards set by the Board or test vendor as outlined in that profession's Administration Manual or Candidate Information Booklet (CIB).

If calculators are permitted, the Proctor should ensure the calculator meets the criteria required in the CIB. Calculators that are mini-computers or perform highly sophisticated mathematics functions cannot be used unless specifically designated. Calculators with alpha key pads are not permitted.

Where ever possible, all boxes and containers are to be placed against the wall. No materials are to be removed from them during the examination.

The **Examination Supervisor should be certain that Proctors understand** the restrictions for entrance into the examination room and that photographing or electronic transmission is prohibited.

## **CHECK-IN AT ASSIGNED STATIONS**

All Station and Floating/Support Proctors will assist in directing candidates to their assigned stations and seats. As candidates are seated, Station Proctors will:

- compare the White Admission Slip to the Pink Slip (a duplicate copy)
- verify that the candidate present and the photo ID brought by the candidate match
- direct candidates to sign their pink slips on the appropriate signature line.  
Candidates **MUST SIGN SEPARATELY FOR EACH SESSION**

Candidate's photo ID is to be put away after identification is completed. The White Admission Slip should be collected and retained by the Station Proctor until the candidate prepares for check-out.

**To complete the check-in process, place a slash mark or half an X (/) in the designated column on the Station Roster across from the candidate's ID number.**

## **CANDIDATE TABLES**

During the examination, tables must be cleared of all items except for the Pink Slip. Everything else must be in a clear plastic bag or placed in the area designated for retaining restricted items. Candy, gum, cough drops, aspirin may be left on the table. Bottled soft drinks/water in spill proof containers are allowed providing they are kept on the floor.

## **ORAL INSTRUCTIONS TO CANDIDATES and DISTRIBUTION OF EXAMINATION MATERIALS**

The Examination Supervisor will begin reading the general instructions after it has been determined that the check-in process has been completed. The candidates must remain seated while the examination instructions are read.

Only the ES is authorized to read the Oral Instructions to the candidates. At the direction of the ES, an AES may assume this responsibility. The Oral Instructions provided by the Bureau of Education and Testing must be read verbatim, no ad-lib is allowed as a replacement to the Instructions. Oral Instructions for each specific examination are provided in the profession's Administration Manual.

The Oral Instructions will direct the candidates regarding:

Address change or Misspelled name:      Ask for a name/address change form.

Change of name:      Must send a notarized copy of legal documentation to the Board Office for the change to be effectual

At the direction of the Site Examination Supervisor, the Station Proctors will retrieve their assigned test materials from Booklet Control. Booklets must be distributed by **INDIVIDUALLY HANDING A BOOKLET TO EACH SEATED CANDIDATE.**

The distribution and tracking of examination materials will vary by profession and exam. Often the use of **multiple test forms** (by Specialty) will require more specific distribution and tracking procedures. Some examinations may require that booklets be distributed in serial order number and test forms be alternated in a specific sequence. Additional tracking forms may also be required. Always refer to the profession's Administration Manual for details.



**Strict adherence to all distribution and tracking procedures is critical to test security and the reliability of test scores.** ENSURE THE CORRECT SPECIALTY OR CATEGORY IS BEING DISTRIBUTED TO THE CANDIDATE. IMMEDIATELY ALERT THE EXAMINATION SUPERVISOR IF A CANDIDATE QUESTIONS THE EXAMINATION BOOKLET PRESENTED TO HIM/HER.

**When distributing test booklets, do not allow Board Members, visitors, or non-Proctor staff to assist in the distribution. No one, other than a candidate, may open or view any examination book or test questions.**

**FROM THE MOMENT THE FIRST CANDIDATE RECEIVES A BOOKLET, CANDIDATES ARE NOT ALLOWED TO COMMUNICATE WITH EACH OTHER OR LEAVE THE EXAMINATION ROOM WITHOUT APPROPRIATE PAPER WORK. .**

When each candidate has received a test booklet, the Examination Supervisor will read the section of the Oral Instructions which directs the candidates to check for defective materials. Candidates are to break the seal on their test booklet and check for missing pages/items, printing or collation errors, etc. Defective materials must be immediately replaced.

The Examination Supervisor will instruct the candidates to write their candidate number on the front cover of the test booklet.

The Oral Instructions will provide detailed information on filling out the candidate examination materials and Answer Sheet. Site Supervisors familiarize yourself with these written instructions so as to be able to read them succinctly and coherently to allow candidates to correctly complete this task.

Remember that many of the examinees may never have used this type Answer Sheet. Failure to grid identifying information correctly may delay score reporting. When reading the instructions, be patient, read slowly and spend as much time as necessary in explanation until everyone is able to enter the information correctly. Have the candidates double-check their candidate numbers (and any other requested information) to be sure they have bubbled it in correctly.

Candidates are permitted to ask reasonable questions of the Site Examination Supervisor and Proctors. However, examination staff are **not** allowed to answer any questions concerning examination **content**.

## **UNUSED BOOKLETS**

All unused test booklets and Answer Sheets must be placed in a red-wing expansion folder for return to Booklet Control. **Remember: Test booklets should never be left on the table unattended.**

A Support Proctor will collect the folders from all stations and return them to Booklet Control at the beginning of the examination.

Unused booklet numbers must be recorded on the Booklet Verification Form under Unused Booklets Returned to Booklet Control. Each time materials are transferred between Booklet Control and a station, the Verification Form must be initialed by the AES and Support Proctor.

The Assistant Examination Supervisor will retain possession of these books until the end of the examination. The books will be returned to the Station Proctor after the examination for an audit.

## **RESTROOM CHECK**

Once the Examination Supervisor begins the instructions, the Restroom Proctors will check the restrooms for books, papers or any other articles. Every 15 minutes thereafter, the restrooms are to be checked for possible hidden notes and materials. Check each stall and common area thoroughly:

- above and around each toilet
- all towel and paper dispensers
- trash cans
- holes in the walls, around piping, nooks and crannies
- any potential hiding place

Each time the restroom is checked, the Restroom Proctor is to sign and record the time on the Restroom Roster. This information should be entered chronologically along with candidate entries.

## **CANDIDATES ARRIVING LATE**

A candidate is considered late once the Examination Supervisor begins reading the instructions. Late candidates may enter up to the time the first candidate departs unless otherwise specified by the Board or vendor. If a late candidate arrives **after one candidate has left the examination**, the late candidate will **NOT be permitted to sit** for that particular part of the examination.

Some examinations do not allow late candidates to enter while others permit late candidates to enter for specified periods of time (e.g. 15, 30 minutes, 1 hour) after the examination begins. Be sure to check the profession's Administration Manual for specific requirements. Notify the Examination Supervisor if a candidate arrives after the allowable late admission period. Examination Supervisor must use discretion and good judgment when admitting late candidates.

The candidate will be permitted to take the examination only **AFTER** signing a Late Slip clearly indicating his or her late arrival time. The late candidate will only receive the time remaining and will not be given any additional or make-up time to complete the examination.

It is the responsibility of the **Station Proctor** to ensure candidate COMPLETES AND SIGNS a Late Slip **PRIOR** to starting the examination. If the candidate refuses to sign the Late Slip, he or she will be **denied admission** to the examination and may apply to the Department for scheduling for the next available examination.

The Door Proctor will initiate a Late Slip by completing the top portion. If candidate is required to bring reference books, these books will be checked prior to admitting candidate into testing area. Candidate is then escorted to the assigned station with the Late Slip. Station Proctor will assist the candidate in completing the paperwork for the exam and the remainder of the Late Slip. **Quietly at the Proctor table**, the Station Proctor must:

1. Proceed with regular check-in procedures:
  - a. Compare White Admission Slip, Pink Slip, and photo ID.
  - b. Ensure that the candidate receives the appropriate test form for his/her specialty.
  - c. Note candidate check-in and record booklet number on the Roster.
2. Ask the candidate if she/he wishes to waive the instructions or to have them read by the Examination Supervisor. Then assist the candidate with filling out the Answer Sheet and other examination materials.

If the Examination Supervisor is still guiding the group through the oral instructions, the Station Proctor will instruct the late candidate to proceed with the instructions currently in progress. Once other candidates begin, the Examination Supervisor will be notified and will provide complete instructions to the late candidate. **Do not disturb other candidates ... Read the instructions quietly and away from other candidates.**

3. Have the candidate complete the Late Statement. If a candidate arrives before the actual examination begins but is unable to complete the paperwork to begin the examination when the Examination Supervisor announces "It is now (time) You may begin," the candidate must check both parts.
4. Witness and sign the Late Slip at the bottom.
5. Once the candidate has had an opportunity to read the examination instructions, signed the late slip, and is ready to begin the examination, record the actual **Time Candidate Started** at the bottom of the form.

6. Take all Late Slips to Booklet Control with your No Show Slip or immediately after completing the late candidate's check-in.

**NOTE:**

If unused booklets have already been returned to Booklet Control, an examination booklet must be pulled from the unused booklets from the candidate's assigned station. Remember to update the Booklet Verification Form by amending the information recorded under Unused Booklets Returned to Booklet Control.

If the station No Show Slip and Booklet Control Worksheet have been completed, remember to delete the late candidate's number and adjust the figures for Number Examined and Number of No Shows.

**REMEMBER:** It is the responsibility of the Station Proctor to ensure that the candidate **COMPLETES AND SIGNS** the Late Slip **PRIOR** to starting the examination. **After the start of the examination, the late slip must be given to the Booklet Control Proctor.**

### **PROCESSING CANDIDATES' WHITE ADMISSION SLIPS**

After the examination begins, the Station Proctor is to prepare and place the candidates' White Admission Slips in numerical order. The Examination Supervisor will designate a unique exit code for each portion of the exam. It is essential that the Station Proctor note this code in the exact format and specified location.

Station Proctors will retain the White Slips until each candidate individually turns in ALL examination materials and is ready to leave the examination room. White Slips must never be left on the Proctor table. **Proctor initials** must **NOT** be noted until an individual candidate has completed check-out and is ready to exit. These measures are vital to test security.

### **NO SHOWS**

During the first 15 minutes of the examination, the Station Proctor is to complete a station No Show Slip.

List all candidates who have not appeared for the examination numerically by candidate number. No shows must also be noted "NS" in **RED INK** on the:

- Roster
- Audit Form
- individual Pink Slips of no show candidates

Indicate NS in the column(s) corresponding to the session(s) missed. On the Pink Slip, write NS next to the portion for which the candidate failed to appear. Examples: NS-Business and Finance – #1; Business and Finance – #2.

The No Show Slip must be taken to Booklet Control so the Booklet Control Worksheet can be completed by the Assistant Examination Supervisor.

## **BOOKLET CONTROL WORKSHEET**

The Assistant Examination Supervisor will use the station "No Show" Lists to compile the figures for the Booklet Control Worksheet.

## **AUDIT FORM (FOR TEST MATERIALS)**

Station Proctors must record the number of candidates Examined and No Shows as follows:

1. For each page of the Audit Form, total the Number of candidates Examined and No Shows. Enter these figures at the top of the main grid's check-in column on the PAGE TOTAL lines, for each part.
2. If more than one page is used, enter the combined station totals on the first page of the form in the TOTAL STATION COUNT BY PART grid at the Top.
3. Note: The TOTAL STATION COUNT corner will be completed after **ALL** parts of the examination have been administered.

## **MONITORING & ASSISTING CANDIDATES**

Proctors must circulate quietly through the Station / examination room monitoring candidates and assisting candidates upon request. It is absolutely crucial that the proctor ensures that candidates are transferring (bubbling) their answers on the Answer Sheet before time is called. Proctor pausing behind an examinee should not stay long enough to cause distraction.

It is extremely important that quietness be maintained during the examination. Do not allow candidates to talk with any site visitors or Board Members during the examination. Supervisors and Proctors must not disturb the examinees by talking or **whispering**. Proctors should pay attention to their duties at all times and be aware of unusual behavior which may indicate a security violation.

## **CANDIDATE QUESTIONS**

Proctors must immediately notify the Examination Supervisor of any candidate question pertaining to:

- a test item, or an incorrect specialty Booklet
- testing conditions
- a request to speak with the Supervisor

Delays in responding to candidate questions cause the loss of precious time and can lead to legal issues. If the problem is logistical and can be rectified, it is the Proctor's responsibility to facilitate resolution by notifying the ES. Candidate questions should be answered in the sequence that help is requested.

Examination staff should only answer procedural questions, such as how to complete an Answer Sheet. **Never interpret the meaning of words, reword, rephrase test questions/answer choices, or pronounce words for candidates.** Respond to all questions concerning test content/specific items by saying, "I am sorry, I cannot help you with that, use your best professional judgment". Use the Question/Comment Form to accommodate all test content questions.

All Comment forms given to candidates must be recorded on the Audit Sheets to ensure return of such documents. The Examination Supervisor must keep a record of all questions pertaining to specific test items. The item and possible error must be detailed in the Examination Report on the General Incidents form (not on the Defective Booklet form).

## **GUESSING**

If examinees ask whether they should guess, refer to the information pertaining to guessing, found on the back cover of the test book. Examinees will not lose credit for guessing. So, it is to their advantage to answer every question.

## **SUPPLIES**

Pencils, pencil sharpener and other supplies are available to candidates. Candidates have been instructed to bring several No. 2 pencils with erasers for recording their answers on the Answer Sheets. Pens, colored pencils, felt pens or pencils with extremely soft lead are not to be used.

## **CANDIDATE WORKSTATIONS**

During the examination, examinees should have on their desk, a test book, reference materials necessary, answer sheet, pink slip, pencils and erasers. Personal items must be encased in a clear plastic bag, 8 x 11 inches and placed under the candidate's chair. Scratch paper is prohibited unless specified in the profession's Administration Manual. However, writing is usually allowed in the test book.

## CANDIDATE BREAKS

When a candidate needs to leave his/her assigned seat for any reason, the candidate must raise his/her hand and wait for the Proctor to guard and secure his/her examination materials while candidate is away. Only one candidate may leave the station at a time. Candidates are not permitted to use the telephone during examination sessions. Exceptions are made in cases of emergencies. An ES may receive and deliver verbal messages or monitor a pager number for the candidate to ensure examination content is not discussed.

## RESTROOM PROCEDURES

Candidates must present their pink slip to the Restroom Proctor, print their name and "time in" on the Restroom Roster. If the restrooms are located outside the examination room, the candidate must show the Pink Slip to the Door Proctor who will direct the candidate to the restrooms.

The Restroom Proctor must record the candidate ID number next to the candidate's name. The Restroom Proctor will retain the Pink Slip.

If more than one candidate enters the restroom at a time, the Restroom Proctor must enter the area to ensure there is no talking or exchange of materials. The Restroom Proctor must not leave the Pink Slips unattended.

As the candidate exits the restroom, she/he will note the "time out" on the Roster and retrieve the Pink Slip. The Proctor must verify that candidates are recording the proper times on the roster.

The Restroom Proctor must remember to carefully inspect the area for possible hidden notes or materials every **15 minutes**. "Restroom check", the time, and Proctors initials must be logged as a chronological entry on the Restroom Roster. Any irregularity discovered must also be logged and **immediately reported** to the Examination Supervisor.

**Restroom Proctors should be aware of candidate(s) who have unusual patterns of using the restroom facilities and IMMEDIATELY report it to the Examination Supervisor.** (Example: If you notice that candidates #00064 and #00107 have used the restroom three times within 8 minutes of each other. Check the restroom immediately, notify the ES and remember to walk in when either of them enter again).

A candidate who has completed the examination and returned all test materials may NOT use the same restroom facility as during the exam, unless it's an emergency.

## CHANGE OF SEATING ASSIGNMENT

Candidates are required to remain in the same seat for all examination sessions, unless the Examination Supervisor approves a candidate's move to another seat. If a candidate is moved DURING an examination the Examination Supervisor must note the change, including the last item answered before the move, on the General Incidents of the **Examination Report** form. Station Proctor should make the appropriate changes on the Seating Chart of the Audit Form.

## UNUSUAL SITUATIONS

Any unusual situation involving candidates, test materials or conditions must be reported to the Examination Supervisor immediately. Possible events include:

- candidate emergency
- distracting conditions (noise, flickering lighting, biting bugs, etc.)
- site emergency

## CANDIDATE IRREGULARITIES

An "irregularity" is a situation in which a candidate behaves improperly:

- disturbing other candidates
- behaving oddly or improperly
- unusual pattern of restroom use
- posing a threat to examination security
- using unauthorized notes or sources of information
- attempting to remove or copy examination materials

The Examination Supervisor and Proctors are the department's designated agents in maintaining a secure and proper examination administration. Any suspicion of a candidate irregularity **MUST IMMEDIATELY be reported to the Examination Supervisor** so that evidence can be collected / documented and appropriate action taken. **DO NOT take the problem into your own hands or confront the candidate.**

## SUMMARY OF SITUATIONS REQUIRING THE EXAMINATION SUPERVISOR BE NOTIFIED

- scheduling discrepancies:
- candidate not listed on Roster
- candidate with no Pink Slip
- candidate change in discipline or examination parts
- candidate with unconvincing ID



- defective test booklets, Answer Sheets, or wrong examination material
- candidate questions or complaints regarding:
  - test content or items
  - DBPR procedures
- distracting conditions (noise, flickering lighting, biting bugs, etc.)
- site emergency
- candidate emergency
- missing examination material (booklet or Answer Sheet)

### **PREPARING FOR THE END OF THE SESSION**

Proctors should remain at their tables during the last thirty (30) minutes of examination time.

**With half an hour of TIME remaining, verify that the candidates have transferred answers to her/his Answer Sheet. Credit will only be given to answers bubbled on Answer Sheet. Candidates are NOT permitted further writing when examination time has expired.**

### **EARLY CANDIDATE CHECK-OUT**

All candidates are required to remain in the examination room at least one hour of the scheduled examination time. Only actual examination time is considered. Time for administration procedures and instructions is not counted.

When a candidate completes the examination, the candidate must bring the examination booklet, Answer Sheet, and any **additional** examination materials to the Station Proctor check-out table. The Pink Slip will remain on the candidate's table until the final check-out from that examination room.

Only **one** candidate may approach the Station check-out table **at a time**. Do not allow candidates to form a line at the Station Proctor's check-out table. Floating/Support Proctors must assist in enforcing this security measure.

### **EACH CANDIDATE'S MATERIALS SHOULD BE INDIVIDUALLY HANDLED AS FOLLOWS:**

1. **Answer sheet:**

Verify the **candidate number** is correctly recorded and bubbled on the Answer Sheet and all other information is complete. Accuracy and legibility is **important**.

2. **Test Booklet:**

- a. Verify the candidate number has been recorded on the test booklet. **Examination staff are NOT to correct or clarify anything on a candidate's test booklet or Answer Sheet under any circumstances, including at the request of the candidate.** If errors are found, direct the candidate to make the proper adjustment.
- b. Check for loose or missing pages.

3. **Audit Form:** Check off, one item at a time, placing a \ to complete the X

- a. the returned booklet, must match recorded booklet number
- b. the Answer Sheet
- c. any additional forms or materials (booklets, exhibits, drawings, lists, etc.)
- d. the Pink Slip (during the final session)
- e. candidate exam completion time

**Note: The DBPR Examination Supervisor will provide specific examination Audit Forms indicating each item to be collected and accounted for.**

4. **Roster:** Check the candidate's booklet number against the number recorded on the Roster and place a backslash (\) over the check-in slash (/). The **completed X** indicates that all test materials have been returned.
5. **Red wing folder:** Collected examination booklets and Answer Sheets **MUST** be IMMEDIATELY placed in a red wing expansion folder. **This is to prevent someone from, intentionally or unintentionally, picking up an exam booklet after it has been returned. Security of examination materials is of UTMOST importance. Test materials should not be left on the desk top.**
6. **White Slip:** They are returned after an Audit of **ALL** examination materials. Double check the candidate number to be sure you have pulled the correct slip and initial the exit code with a red pen. Pink slips are collected at the end of the final examination session.

**Do not let the candidates rush you. No matter what the reason, do not return the White Slip to a candidate without verifying that you have collected ALL test materials (including exhibit booklets).**

- 7. Return materials to Booklet Control:** Floating Proctors should continually circulate around the room, collect examination material, and return it to Booklet Control. Examination materials must always be transported in the red wing expansion folders. Each station should have two expansion folders with the station number prominently displayed.

## **EXITING THE EXAM**

After a candidate has completed the check-out procedure at the Proctor Station and is leaving the examination room, the Door Proctor will examine the White Admission Slip for the proper exit information provided by the Station Proctor.

**NO CANDIDATE WILL BE ALLOWED TO LEAVE THE ROOM WITHOUT THE WHITE ADMISSION SLIP OR WITH A SLIP INDICATING AN INACCURATE OR INCOMPLETE CODE.** If the appropriate signatures are not on the White Slip, the Door Proctor must **return** the candidate to the Station Proctor.

The Door Proctor should also do a non-intrusive visual check of the candidate to ensure test materials are not being removed from the examination room.

The Door/Security Proctor will also keep the candidates who have completed the examination away from the entrance doors to minimize disturbance for those candidates still taking the test.

## **TIME ANNOUNCEMENTS**

At designated intervals during the exam, the Site Examination Supervisor is to announce the time remaining. Generally, candidates receive two time announcements, one hour and 15 minutes of time remaining. Individual professions or national boards may designate different or additional times. Examination specific requirements override general BET procedures. The examination time must be recorded accurately. Candidates must be allowed the exact amount of time stated in the instructions, **no more or less**.

Candidates may not gather reference books or leave the examination room during the final fifteen minutes of examination time. Site Examination Supervisor to use discretion when implementing this rule if only a few candidates are remaining or no references to be gathered. This is adopted to reduce the amount of noise during the final minutes of testing. The room should remain as quiet as possible for all remaining candidates.

## **FINAL COUNT / AUDIT FORM / BOOKLET CONTROL WORKSHEET**

### **TIME EXPIRED**

When the Examination Supervisor announces "**STOP,**" candidates must put down their pencils and close their examination booklets. Proctors should monitor candidates' compliance.

Candidates who continue to write should be advised their actions are in violation of DBPR rule 21-11.007. Candidates who still continue writing after the Proctor's warning should immediately be reported to the Examination Supervisor.

### **GROUP CHECK-OUT**

Candidates remaining after the final announcement must remain seated and be guided through check-out procedures at the conclusion of the examination.

The designated procedures for collecting examination material must be followed in detail. Unless otherwise noted in the Profession Administration Manual, use the following BET procedures.

At the direction of the Examination Supervisor, the Station Proctors must collect all examination material, from each candidate individually and in candidate number order. Candidates must remain seated while all test materials are audited.

During the candidate final session, the Station Proctor will collect the Pink Slips of the remaining candidates. Floating Proctors will monitor the candidates while Station Proctors return to their check-out tables to audit the materials.

When the AES or Station Proctor has received all materials and the White Slips have been distributed, the Examination Supervisor will dismiss the candidates from the session. The ES may opt to do a station roll call before dismissing candidates from large examinations.

The Door/Security Proctor must be alert and monitor the candidates as they file out. It is necessary to check each candidate's White Slip since all materials **MIGHT not** have been accounted for prior to the candidates exiting.

**IMMEDIATELY AFTER EACH SESSION, THE ANSWER SHEETS AND TEST BOOKLETS MUST BE AUDITED AND ALL ACCOUNTED FOR.**



**VI. FINAL AUDIT**

**&**

**DOCUMENTATION**



## VI. FINAL AUDIT & DOCUMENTATION

### AUDIT OF STATION MATERIALS

All materials originally assigned to a station (including unused, defective, and all candidate materials) will be assembled and audited against the Audit Form and Booklet Verification Form.

Trash cans should not be removed or emptied until all test materials have been verified as received and ALL examination materials are accounted for.

Each Station Proctor will retrieve and sort the Station material into stacks of:

- **All Exam Booklets:** Combine used, unused, defective books and any **Exhibit booklets** in numerical order.
- **Answer Sheets:** Place in candidate number order.
- **Defective answer sheets:** Marked "defective;" Placed in separate stack.
- **Administrative Forms:** Roster, Audit Forms, Pink Slips, Booklet Verification Form
- **Pink Slips:** In candidate number. (After final session)

### TEST BOOKLETS & BOOKLET VERIFICATION FORM

The Station Proctor and Assistant Examination Supervisor will each separately count every book and verify the sequence. Both auditors must sign Booklet Verification Form.

**If the number of books and sequence are NOT correct, indicate discrepancies on the Booklet Verification form and notify the Examination Supervisor. The Examination Supervisor must notify BET by phone IMMEDIATELY. Record details in the General Incidents form of the Examination Report.**



## **ANSWER SHEETS & AUDIT FORM**

The Station Proctor will read the candidate number from each answer sheet while the Assistant Examination Supervisor makes a slash mark across from candidate number in the Answer Sheet column of the Audit Form.

The total number of Answer Sheets received must equal the number of candidates tested. **If an Answer Sheet is missing, Examination Supervisor must be informed immediately and the Examination Booklet searched to ensure it has not been filed inside the booklet. All effort must be made to trace and find the Answer Sheet.**

Note: The TOTAL STATION COUNT in the upper left-hand corner of the Audit Form will be completed after all parts of the examination have been administered.

When all materials are accounted for, the Station Proctor and ES/AES must sign each page of the Audit Form.

**All rosters and audit forms should be filled out neatly and legibly. Return to Bureau of Education and Testing unless otherwise specified in the profession manual.**

## **BOOKLET CONTROL WRAP-UP**

The individual stacks from each Station are to be merged into stacks of:

- All Test Booklets: Defective books on top and labeled; combined used and unused in numerical order (include any booklets unassigned to a station)
- Answer Sheets: In candidate number order.
- Defective answer sheets:
  - Discard if identified prior to the start of the exam.
  - If a candidate recorded answers to any items, the defective answer sheet must be kept with the Examination Report.
- Administrative Forms: (each organized by station number)
  - Rosters
  - Audit Forms
  - Booklet Verification Forms
  - Other
- Pink Slips: In candidate number order. (After final session)

## WRAP-UP OF EXAMINATION REPORT & OTHER DOCUMENTATION FORMS

### EXAMINATION CHECK SHEET

Individual tasks must be checked off the Examination Check Sheet as the examination progresses.

### EXAMINATION REPORT

It is the responsibility of the ES to complete the Examination Report **AS EVENTS OCCUR**. Remember to complete **ONE** report for the entire examination. DO NOT complete a separate one for each session/day.

- **Candidate Count:** The Total Candidates Scheduled (from the Roster), Total Candidates Examined and No Shows must be completed after the conclusion of the last examination. These figures reflect the overall candidate population.

**NOTE:** A candidate sitting for at least one section of a test is considered examined (**No Show for the part missed**). A candidate failing to appear for **all** test sections is a "**No Show.**"

- **Unused forms:** On each unused page of the Examination Report, write "NA" (not applicable) to indicate that nothing occurred requiring documentation on that form. NOTE: The Statistical Information, Test Environment, and Proctor List must always be used. All other forms must be completed when relevant events occur.

### SITE WRAP-UP

1. Sharpen and replace/repack pencils
2. Throw away trash
3. Prepare for the next session (if applicable)
4. Remove and throw away all signs after the final session

The Examination Supervisor must verify and sign each time sheet before releasing examination staff.



## **VII. PACKING AND SHIPPING**



## VII. PACKING AND SHIPPING

After all examination materials have been properly inventoried, the Booklet Control will repack the materials in the boxes in which they were shipped.

Specific procedures for packing and shipping examination materials will be included in each profession's Administration Manual. The destination of examination materials will vary according to the profession, examination part, and examination sites. Packing procedures are basically standard, once the destination(s) has been determined.

### PACKING

At the conclusion of each session, test materials are to be organized as follows:

Candidate/testing materials

- test booklets
- answer sheets
- other examination specific candidate materials, such as solution pamphlets, candidate book/calculator lists, etc.

When preparing the shipment at the end of the day, remember to keep each session's materials in separate stacks. Even when administering two sessions of the same exam, the materials from different sessions **must not be mixed**.

### TEST BOOKLETS

Booklets should be packed as follows:

- **Used and unused test booklets** - merged in numerical order, unless specified differently
- All **defective test booklets** - placed on top of the stack. Be sure that "Defective" is clearly written across the front cover of each defective booklet and that the Defective Test Booklet Reporting Form has been completed.

The Packing/Site Inventory Form is found in the first box of each day's shipment of test booklets. This must be returned in the same box. Examination materials should be returned in the cartons in which they were originally received. When packing the cartons:

- Fill any remaining space in the carton and securely seal with packing tape. Mark a large "X" across the tape to prevent tampering

- Place the pre-addressed return label over the original label on each carton

## **ANSWER SHEETS**

Candidate Answer Sheets are to be organized by examination part in candidate number order (unless supplied by vendor as part of examination material-sealed). Label each stack with separate Cover Sheets noting:

- the examination name
- the part or session, if applicable
- number of answer sheets

Do NOT bind the answer sheets together. Rubber bands, tape, paper clips, etc. can damage the sheets and cause them to jam in the electronic scoring machine. Unused answer sheets should be stacked separately and repacked with supplies.

**DO NOT INDICATE THE CONTENTS OF THE CARTON (TEST BOOKLETS, ANSWER SHEETS) ON THE OUTSIDE OF THE BOX.**

## **TRACKING MATERIALS**

Audit Forms and Rosters should remain separated by specific exam, day, and session.

- Rosters - in station number order. Plus Alpha, Restroom & Visitor Sign-In Rosters.
- Audit forms - in station number order.
- Pink slips - in the same envelope they were received, separated into labeled stacks:
  - ❖ No shows for the entire examination (marked NS)
  - ❖ Address changes
  - ❖ Regulars - in candidate number order
- Booklet Verification Forms
- Late Slips
- Examination Report
- Administration Manual(s)
- Carrier Delivery Receipts
- Reimbursement for other than Travel Voucher
- Reimbursement for Travel Voucher
- Site Examination Supervisors/Assistants Time Sheets and Proctor pay vouchers
- All other generic paperwork

## SHIPPING

The carrier and destination of examination materials will vary by profession, examination part, and examination site. Always check the profession Administration Manual for specific instructions.

### Destination

Generally, examinations will be returned to:

DBPR, Bureau of Education and Testing  
Psychometrics/ Exam Vault  
1940 N. Monroe Street  
Tallahassee, FL 32399-0799

Occasionally, national examinations administered at a single site are shipped directly to the vendor.

### Carriers

Materials will be returned via the same carrier that made the initial delivery. State contracts determine which carriers are used. Check the profession manual for current information. In general, we will ship:

To & From

Via

DBPR – B.E.T. Regional Office – <i>All other sites</i>	UPS, 2 Day or Ground. Only urgent materials shipped – <b><i>Express mail</i></b>
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When an examination is administered in ORLANDO area, the DBPR Regional Office will receive and store examination materials in the vault until the conclusion of a multi-day exam. Then all materials will be shipped together.

Examination materials administered at other sites must be shipped at the conclusion of **each day** (with a few exceptions). The secured carrier will return at the prearranged pick-up time.

Materials must be shipped by a traceable method UPS or certified mail may be used if the regular carriers are not available.

CARRIER  
*UPS*

PHONE NO.  
*1-800-742-5877*

**Remember: An Assistant Examination Supervisor or Proctor must remain at Booklet Control at all times with the secured material. This includes during the lunch break and after packing ... until picked up by *or delivered to the carrier.***



**VIII. TESTING CANDIDATES**

**WITH**

**SPECIAL NEEDS & DISABILITIES**



## VIII. TESTING CANDIDATES WITH SPECIAL NEEDS & DISABILITIES

### SPECIAL NEEDS CANDIDATES

Chapter 61-11.008, Florida Administrative Code, states the Department will provide **reasonable and appropriate** accommodation to candidates with physical, mental or specific learning disabilities to the extent permitted by cost, administration restraints, security considerations and availability of resources.

Candidates should contact the Bureau of Education and Testing, attention Special Testing Coordinator, immediately upon receipt of their examination application packet to request an Application for Disability Accommodation. The BET Coordinator and the Examination Supervisor will make appropriate arrangements for candidates requiring special accommodations due to an accident or permanent disability.

Since the requirements must be adapted to the unique individual needs of the candidate, one specific set of procedures cannot be established. The Department must respond to the needs of each candidate on a case-by-case basis. Each candidate's request is individually considered based on standard criteria.

The Site Examination Supervisor will receive notice of special candidate needs in the examination administration package mailed to the Supervisor prior to the exam. The package will include the ADA Site Verification form which is to be attached to the pink slip of each special candidate. The coordinating DBPR Examination Supervisor will ensure the ADA form specifies the:

- identity of candidates who are authorized to receive special assistance
- the special conditions to be provided for each special candidate

The ADA form is to be completed by the special candidate and the officiating proctor at the conclusion of the examination. If a candidate refuses to sign the form or gives a "no" response to any of the questions, the Site Examination Supervisor is to be informed immediately.

The ADA Coordinator of the Bureau of Education and Testing makes the Site Examination Supervisor aware of the approved testing accommodations. Although, candidates are to make such arrangements in advance, the Site Examination Supervisor should contact the Bureau ADA Coordinator for candidates whose disabilities become apparent on the day of the examination. BET should make every effort to provide the disabled candidates normal exam conditions. In some cases, however, special provisions should be made.

Special provisions CANNOT:

- disturb other candidates
- jeopardize the security of the examination
- provide unfair advantage to the special candidate

Candidates given extra testing time will be placed in a separate testing room arranged by the DBPR Supervisor. If this is not possible and under certain circumstances, candidates may be placed in a partitioned room (use a divider). Prior approval of ADA coordinator is required. Candidates must be **MONITORED DURING ALL BREAKS**, especially if examination sessions overlap. They will be advised to bring lunch with them to eat during their **LUNCH** break without leaving the examination room if examination overlaps with the other candidates.

If the reader requires a break during the examination, time will be stopped and then resumed at the conclusion of the break. The candidate will not lose any examination time for such a break. During breaks all examination materials must be closed and monitored by an Examination Supervisor or Proctor.

If a candidate is allowed extra testing time, a number of short breaks may help prevent mental fatigue. These breaks are given at the candidate's request and are counted in their scheduled examination time, unless otherwise noted in their accommodations. No special consideration will be given in scoring the examination due to special needs.

Some candidates with disabilities choose to take the test under standard conditions with standard materials. If a candidate waives the right to special accommodation prior to the exam, no subsequent consideration will be given.

Remember to treat all special candidates the same as the other candidates taking the examination. The purpose is to allow special candidates the same opportunity to pass the examination as the candidates tested under standard conditions.

Regardless of whether major or minor modifications are required, it is important for Examination Supervisors to be aware of the variety of ways in which they can help disabled candidates.

**THE FOLLOWING GENERAL SUGGESTIONS MAY ALSO BE HELPFUL:**

Most candidates with disabilities want to be treated in the same way as other candidates. All candidates, whether impaired or not, should be treated with courtesy and dignity. Remember that a candidate with disability will be just as nervous about taking the test as anyone else, so a relaxed, friendly welcome can be very important.

If you are not sure whether a candidate needs help, introduce yourself and ask. If the candidate asks for help (for example, getting a wheelchair into the room or finding an assigned seat) and you do not know exactly what to do, simply ask the candidate to tell you the best way to help.

Some candidates may not be able to respond quickly to your questions or directions because of an impairment affecting their communication or motor skills. You should speak in a natural tone of voice and give the person necessary time to respond. If you do not understand what the candidate says, ask for clarification.

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## **DEAF AND HEARING IMPAIRED**

Candidates who are deaf or whose hearing is impaired should be assigned a seat as close as possible to the Examination Supervisor giving the instructions. Seat the candidate so she/he can lip read the Examination Supervisor's oral instructions.

The candidate can be given written instructions to follow. A Proctor can write the starting and ending time for a section of the test. With or without a loudspeaker, the announcer should speak in a clear voice at normal volume and maintain a natural rhythm. A Proctor should inform the candidate of each "time remaining announcement" and the "end" of the examination.

A hearing impaired candidate may request a sign language interpreter to interpret the preliminary oral instructions given by the Examination Supervisor. This must be pre-arranged by the BET ADA coordinator who is also responsible for scheduling the signer. On arrival at the test center, the signer will be required to present photo identification, sign the Visitor Sign-In Roster and complete the Affidavit of Confidentiality Form.

## **VISUALLY IMPAIRED**

Visually impaired candidates may require assistance in reading and/or recording answers for written examinations. The verbal nature of this testing process requires that a separate testing room be provided for candidates assisted by a "reader proctor." See "Procedures for Reading" below.

## **LEARNING DISABLED**

Candidates who are learning disabled may have dyslexia, perceptual disorders, language disorders, minimal brain damage, or brain dysfunction. Candidates with

learning disabilities may request additional time to take a test; they may also use a reader or someone to record their answers.

## **PHYSICALLY DISABLED**

Candidates with physical disabilities are individuals who have diverse permanent or temporary physical limitations. These candidates may be in wheelchairs, wear braces, use crutches, or need special assistance.

Some candidates with physical disabilities may need extra testing time, additional rest periods, a separate room, or an enlarged work area. Candidates with poor dexterity or poor eye-hand coordination may require a Proctor to mark answers on the Answer Sheet. Candidates with mobility impairments may require special means of access to rest-rooms as well as additional time for moving about.

## **PROCEDURES FOR READING**

The Department is often required to provide readers for individual candidates. The "reader" is to read examination questions exactly as they are printed and/or mark the Answer Sheets with the candidate's responses. Marking the Answer Sheet requires prior approval and will be specified on the accommodation form by the BET ADA coordinator. A **CANDIDATE MAY NOT PROVIDE HIS/HER OWN READER.**

Any candidate with a reader should be placed in a separate room, or a good distance away from the main candidate population to avoid disturbance to others. If the candidate needs a break, other than a lunch break, the break time will be counted as part of the designated examination time (whether or not the candidate was allotted additional time), except in cases where the candidate has been afforded extra breaks with time stoppages.

The reader **must not INTERPRET, RE-WORD, TRANSLATE, SEARCH THE INDEX, POINT OR PROVIDE ASSISTANCE IN DETERMINING ANSWERS to test questions.**

The reader may read the Department supplied examination materials as many times as requested by the candidate. Reader may **ONLY** read the questions in language approved by the Department.

Readers may be proctors or staff who speak clearly and have an ability to **pronounce words** and **terminology** correctly. Prior to candidates reporting to the examination, readers must read and familiarize themselves with the examination to ensure ability to pronounce all words and terminology correctly. For certain National examinations consultants will be provided to read the examination.

**Prior** to the examination, the reader will inform the candidate of the procedure to be used during the examination and request the candidate to acknowledge receipt and understanding of this procedure by completing the Acknowledgement Section of the **Reader Responsibility Form** and signing their name. This form is a two part form to be completed prior to the examination and at the conclusion.

**The candidate is informed of the following procedure:**

1. Both the candidate and reader will have an examination book, unless the candidate is visually impaired and does not require the use of a book.
2. The question, answer choices and candidate's selection will be read to the candidate. The question and answer may be read as many times as requested by the candidate.
3. The candidate will verbally indicate to the reader the desired answer.
4. The reader will mark the answer on the Answer Sheet, if approved by BET and specified in the ADA Site Verification Form.
5. The reader will then verbally read the indicated answer choice and answer to the candidate for verification.
6. After a candidate has completed the examination, and if time permits, the candidate has the option to review the examination questions and indicated responses.

At the conclusion of the examination the candidate will complete the second part of the **Reader Form** which states they are satisfied with answers marked on the Answer Sheet by the reader. If a candidate refuses to sign the form, the Examination Supervisor should be informed immediately.

The amount of time allotted to special candidates is determined on the basis of individual need, and is approved by the Department prior to the examination. Actual start and stop times should be recorded on the "Incidents" page of the Examination Report.

**ALTERNATE TEST DATE**

Each request for alternate reporting times must be made, in writing, by the candidate and sent to the Bureau of Education and Testing. Each request should be accompanied by a letter from the doctor specifying the need for the changes . The request must be received in the Bureau of Education and Testing in accordance with the licensure application deadline.





## **IX. DEFECTIVE MATERIALS**



# IX. DEFECTIVE MATERIALS

Defective examination materials can cause delays in testing, upset candidates, and become the basis for appeals and lawsuits. It is critical that all questions concerning **examination materials** be taken seriously, dealt with promptly, and be documented in detail.

## DEFECTIVE BOOKLET PROCEDURE

Any test booklet that cannot be used because a portion of the content is missing, repeated, or out of order is considered "defective."

If an error or defect is discovered by a candidate, the ES, AES, or Proctor may inspect the book. This is the **ONLY** circumstance which allows examination staff to open test booklets.

Note all that apply:

- examination part
- candidate(s) affected (all or individuals by number)
- indicate the nature of the error, item number, etc,
- exact time problem was reported
- exact time the problem was resolved & candidate(s) were able to continue
- amount of time delayed
- amount of make-up time granted
- new examination end time
- the name of the Proctor who monitored the candidate's transfer of answers.

If a defective booklet is identified before distribution or **before** candidates have begun answering questions, the Proctor and AES at Booklet Control may resolve the problem.

1. Write "Defective" plus the nature and location of the error on the front cover of the defective booklet.
2. Get a replacement and return the defective copy to Booklet Control. Be sure the new booklet is the same form of the test that was originally issued.
3. Record the new booklet number on the Roster next to the candidate number and cross out the old booklet number. Do not erase the original number.
4. On the Booklet Verification Form under "Used Booklets Returned to Booklet Control," note the returned booklet number - DEFECTIVE and all other requested information. Record details on the Defective Test Booklet Form.

5. If a candidate reports a problem with test booklet **after** the examination has begun (i.e. the candidates have begun answering questions),
  - a. **IMMEDIATELY** notify the Examination Supervisor. If the ES is not immediately available, an AES (or if no AES, the Proctor) must step-in until the ES can take over.
  - b. On the Roster next to the candidate number, note the time the candidate reported the problem.
  - c. Write "Defective" plus the nature and location of the error on the front cover of the defective booklet.
  - d. Get another booklet from Booklet Control. **It is critical that the candidate receives the same test form originally issued.** Remember to update the Booklet Verification Form. Note receipt of the replacement book under "Initial Audit & Inventory."
  - e. Give the candidate the new booklet and ask:  
"Have you made notes in your test booklet?" ...  
"Do you need to refer back to these notes?"

**If "no:"**

- Exchange the defective book for the replacement
- On the Roster, indicate that the defective book has been returned and the number of the replacement booklet
- Return the defective booklet to Booklet Control
- On the Booklet Verification Form and under "Used Booklet Returned to Booklet Control," note the returned booklet "##### - DEFECTIVE" and all other requested information.

**If "yes:"**

- Allow the candidate to retain the defective copy until the conclusion of the examination. Instruct the candidate to work forward in the replacement booklet but can refer to previously answered questions in the defective booklet.
- Record the new booklet number on the Roster next to Defective test booklet number across from the corresponding candidate number.

- Across from the candidate number on the Audit Form, write "2" in the test booklet column to indicate the candidate will be returning two test booklets.
6. Record details on the Defective Test Booklet Reporting Form in the Examination Report (and any additional forms required by the vendor).

### **CHECKING-OUT A CANDIDATE WITH TWO BOOKLETS:**

In addition to regular check-out and audit procedures, follow the procedures below:

1. Be certain the cover of both books have been filled out completely.
2. Record the receipt of both books on the Roster by placing **two check marks** in the appropriate column.
3. Place two check marks in the appropriate column on the Audit Form.
4. Return the replacement book to its original place in numerical order. If the replacement book was not originally assigned to your station, put the booklet on the top of your station's stack. (It will eventually be put back in numerical order with all booklets.)
5. Put the defective book on top of the other books.

### **DEFECTIVE ANSWER SHEET PROCEDURE**

If any portion of an Answer Sheet is missing, repeated, or out-of-order, the sheet is considered "defective." Ripped or crumpled Answer Sheets should also be treated as defective.

If a defective Answer Sheet is identified **before** distribution or before candidates have begun answering questions, simply replace the Answer Sheet. Mark a large "X" across the defective answer sheet and throw it away.

If a defective **Answer Sheet** is identified **after** candidates have begun answering questions:

1. Substitute a new Answer Sheet.
2. Instruct the candidate to work forward on the replacement Answer Sheet. Advise them **NOT** to fill in identifying information or transfer answers from previously worked questions. Explain that she/he will be given additional time when the examination is complete, to transfer this information.

After the candidate completes the examination:

- A. Instruct the candidate to complete all required identifying information and transfer his/her answers from the defective Answer Sheet to the replacement Answer Sheet.

If the transfer of answers is not completed when time is called, a Proctor must be assigned to sit with the candidate to observe the transfer of answers from the defective Answer Sheet to the replacement Answer Sheet. The Proctor must ensure **ONLY** the transfer of answers is done and that the candidate does not refer to the test booklet or change answers.

- B. When the transfer is completed, collect **BOTH** Answer Sheets.

- The defective Answer Sheet will be marked "DEFECTIVE" and kept with the Examination Report.
- The replacement Answer Sheet will be placed in numerical order with all other Answer Sheets.

- C. Record details on the General Incidents of the Examination Report.

## **DISCREPANCY IN TEST FORMS**

If an examinee indicates that the test form designation and title on the Answer Sheet and test book are not identical, give the examinee another test booklet and/or Answer Sheet. If no extras are available, allow the examinee to take the test using the original test material.

In either case, record the information in the appropriate column next to the candidate number on the Audit Form and explain further in the General Incidents of the Examination Report.

## **POSSIBLE TEST ITEM ERRORS**

During the course of an exam, candidates may raise questions about the validity of individual test items, format, etc. **ALL CANDIDATE CONCERNS MUST BE DOCUMENTED** in the General Incidents of the Examination Report.

For question(s) concerning an individual item, possible typographical errors, ambiguities in the wording or phrasing, etc.:

- offer candidate a Question/Comment Form
- document the candidate's concerns on Examination Report
- explain that the item will be reviewed during quality control

- instruct the candidate to continue with the exam

IF A POSSIBLE ERROR AFFECTS A NUMBER OF ITEMS AND SUBSTANTIALLY AFFECTS THE CANDIDATES ABILITY TO CONTINUE, CALL BET CANDIDATE SERVICES MANAGER IMMEDIATELY AT (850) 488-5952.

Only a Psychometrician can initiate changes for an in-house developed examination item. All changes must be documented on the Test Item Changes/Additions of the Examination Report. Include the names of the DBPR Candidate Services Manager, Supervisor and the Psychometrician approving the revision.

### **LOSS OF TESTING TIME**

If defective materials cause a loss of testing time, grant the candidate additional time to complete the exam. The amount of make-up time must equal the amount of time lost. Document any make-up time on the General Incidents section of the Examination Report.

### **DOCUMENTING DEFECTIVE MATERIALS**

Defective test booklets must be documented on the Defective Test Booklet Reporting Form of the Examination Report.

All other problems with test materials (defective Answer Sheets, discrepancies in test forms, and possible test item errors) must be documented on the General Incidents of the Examination Report.





## **X. INCIDENTS AND SOLUTIONS**



# X. INCIDENTS & SOLUTIONS

## DEFINITION OF AN "INCIDENT"

An incident is any situation that affects or alters the normal administration of an exam. An incident may involve all candidates at a site, a single individual, all candidates in a station, or some particular group of candidates.

## BET ASSISTANCE

BET staff are available to assist in the resolution of any problems that develop at the site. If any major problem occurs notify the BET immediately. Collect calls **CANNOT** be accepted by the Department, but reimbursement is available.

Call:	for:
Candidate Services  (850) 488-5952	Scheduling problems <ul style="list-style-type: none"> <li>• candidate is not on Roster <u>and</u> has no pink slip (You must have one or the other.)</li> <li>• candidate requesting to change disciplines, category or specialty of examination parts</li> </ul>
Candidate Services  (850) 488-5952	Administration problems <ul style="list-style-type: none"> <li>• discrepancy with test booklet numbers</li> <li>• facilities/space/noise problem</li> <li>• you cannot reach Candidate Services</li> </ul> Problems with test items <ul style="list-style-type: none"> <li>• errors which affect multiple test items</li> </ul>

All scheduling and administrative problems and the outcomes must be recorded on your Examination Report. Remember to document all conversations with BET staff.

## CANDIDATE ILLNESS

If a candidate becomes ill during the examination and must temporarily be excused, collect the Answer Sheet and test booklet, and allow the candidate to rest in a proctored area. If the candidate is able to return and resume testing, all materials are returned to the candidate.

If a candidate remains ill but chooses to continue, the Examination Supervisor must make every effort to assist the candidate. If possible, the candidate should

be moved to a separate room that meets the specifications for a test site. The candidate must be tested under the same conditions as other candidates.

Any time lost due to the illness will be considered part of the examination time. No additional or make-up time will be granted due to illness.

## **CANDIDATES WITHDRAWING**

If, for any reason, a candidate decides to leave before completing the exam, the Station Proctor must complete the normal check-out process.

The Examination Supervisor must also complete Candidates Withdrawing or Failing to Perform at Examination in the Examination Report. Designate the time the candidate checked out and the last item number candidate answered.

Once a candidate leaves the examination **facility** for any reason (including illness), they may not re-enter the session.

## **ADDITIONAL TIME**

If any candidate reports a problem with test materials, conditions, another candidate, etc., the Proctor must immediately note the time and the candidate who indicated the problem. Record the time next to the candidate number on the Roster and notify the Examination Supervisor.

Potential situations, which may require that make-up time be given to candidates, are:

- 1) A situation (such as defective test material) delays an individual candidate(s).
- 2) A situation (such as an electrical failure, fire alarm, announcement to candidates, etc.) interrupts all or some candidates.

In either case, the Examination Supervisor must determine if the candidate(s) can or cannot continue while the problem is being resolved.

- a) If the ES determines that candidates can continue during the resolution period, no additional time will be granted.
- b) If the ES determines candidates cannot continue, the affected candidates will stop working and the time delayed must be added to the candidates' examination time. The amount of make-up time granted must equal the amount of time lost.

Once the incident is resolved, inform the candidates of:

- the amount of time lost

- the amount of time the examination will be extended
- the current time and resumption of exam

It is critical that the following information be documented on the General Incidents of the Examination Report:

- examination part
- candidates affected (all or individuals by number)
- cause of interruption
- exact time interruption occurred
- exact time the problem was resolved & candidates were able to continue
- amount of additional time granted
- new examination end time

When individual candidates receive additional or make-up time, it is usually best to have them pause during group check-out. Even minimal noise can disrupt candidates. Candidates may be particularly edgy if defective materials or an unusual situation caused the delay.

### **INACCURATE TIMING**

Consistent and accurate timing is crucial to the reliability of test scores. If possible, inaccurate timing should be corrected during the administration **before** the candidates are dismissed.

- If time was called too soon and candidates have **not** been dismissed, redistribute the materials and allow the candidates the amount of time remaining. Identify candidates remaining at the 15-minute count.
- If time was called too soon and candidates have exited, where possible, document the candidates affected (by candidate number).

Record details on the **General Incidents** form of the Examination Report.



## **XI. CANDIDATE IRREGULARITIES**





# XI. CANDIDATE IRREGULARITIES

## DEFINITION

An irregularity is a situation in which a candidate behaves improperly:

- disturbing other candidates
- posing a threat to examination security
- using unauthorized notes or sources of information
- attempting to remove or copy examination materials

By constitutional law, an individual is innocent until proven guilty. It is critical that the Department **avoids making false accusations.** The term "candidate irregularity" allows you to address and document questionable behavior without directly accusing the candidate. **Never use the word "cheating."**

### Examples: Common techniques include:

- signaling answers by hand or body movement/position or gestures
- hiding "cheat sheets" in clothing
- inserting, taping, or binding unapproved notes/materials in approved reference materials
- spying on other candidates' answers
- removing selected pages from a test booklet

Some candidates are extremely inventive. They have:

- hidden notes in the plumbing in the restroom (sometimes in a foreign language)
- read the examination into a tiny, hidden tape recorder
- photographed test questions with a small camera
- placed carbon paper under test booklets, Answer Sheets, scratch paper, etc.

As an Examination Supervisor or Proctor, you are DBPR's designated agent in maintaining a secure and proper examination administration. Look for any unusual behavior. Be aware of the surrounding environment all the time.

Any suspicion of a candidate irregularity **MUST IMMEDIATELY BE REPORTED TO THE EXAMINATION SUPERVISOR.** Evidence must be collected/documented **BY NO LESS THAN 2 EXAMINATION STAFF** and **appropriate action taken.** **PROCTORS PLEASE DO NOT CONFRONT THE CANDIDATE ALONE.**

## CHAPTER 61-11.007, FLORIDA ADMINISTRATIVE CODE

Chapter 61-11.007 of the Florida Administrative Code states the following:

1. The examination supervisor, proctors, and CBT vendor are the Department's designated agents in maintaining a secure and proper examination administration.
2. The department and its designated agents may use technology reasonably necessary to protect the integrity and security of any licensure examination.
3. Any individual found by the Department or any board within the Department to have engaged in conduct which subverts or attempts to subvert the examination process may have his or her scores on the examination withheld and/or declared invalid, be disqualified from the practice of the profession, and/or be subject to the imposition of other appropriate sanctions by the Department or by the applicable Board.
4. Conduct which subverts or attempts to subvert the examination process includes:
  - (a) Conduct which violates the security of the examination materials, such as removing from the examination room any of the examination materials; reproducing or reconstructing any portion of the licensing examination; aiding by any means in the reproduction or reconstruction of any portion of the licensing examination; selling, distributing, buying, receiving or having unauthorized possession of any portion of a future or current licensing examination.
  - (b) Conduct which violates the standard of test administration, such as communicating with any other examinee during the administration of an examination; copying answers from another examinee or permitting one's answers to be copied by another examinee during the administration of an examination; having in one's possession during the administration of an examination any book, notes, written or printed materials or data of any kind, other than the examination materials distributed or specifically listed as approved materials for the examination in the examinee's official Candidate Information Booklet which was mailed or presented to the examinee in advance of the examination date by the Department
  - (c) Conduct which violates the credentialing process, such as falsifying or misrepresenting educational credentials or other information required for admission to the examination; impersonating an examinee, or having an impersonator take the licensing examination on one's own behalf.

5. Any violation of the conduct rules or other irregularities will be documented in writing by the Department's agent(s) and the documentation of the violation or irregularity will be presented to the appropriate regulatory Board or Department unit for consideration or action. The Department's agent(s) shall exercise extreme care in their documentation to ensure that the violations or irregularities are precisely recorded as they were witnessed.

6. The department or its designated agents shall take steps reasonably necessary to prevent or investigate any conduct which subverts or attempts to subvert the examination process.

As stated in **Chapter 455.2175, F.S.:**

In addition to, or in lieu of, any other discipline imposed pursuant to Florida Statute 455.227, the theft of an examination in whole or in part or the act of reproducing, or copying any examination administered by the department, whether said examination is reproduced or copied in part or in whole and by any means, shall constitute a felony of the third degree, punishable as provided in Florida Statutes 775.082, 775.083, or 775.084.

## **COLLECTING EVIDENCE**

Three individuals (including the Examination Supervisor or an AES) must observe and verify any irregularity. No individual person should bear the responsibility alone.

What constitutes sufficient evidence? There is no set time period or pre-determined actions that constitute sufficient evidence. Any observation that is corroborated by three individuals (examination staff) is grounds for action.

Guidelines for observing suspected candidates and collecting evidence:

- be subtle ... discrete ... not obvious or obtrusive
- do not hover over any candidate

## **APPROPRIATE ACTION**

It is extremely important that any action taken in response to an irregularity be done carefully and according to the procedures outlined in this manual. Remember, **THE SAFETY OF BOTH CANDIDATES AND STAFF IS OUR PRIMARY CONCERN.** Other candidates' scores are also at stake. Handle any incident:

- objectively and fairly
- tactfully
- away from other candidates, if possible

Make every effort not to provoke the candidate in question or to disrupt other examinees. Be extremely aware and use **good judgement**.

**Dismissal from the examination may have grave consequences for the candidate(s) and should occur only when the irregularity is collaborated and absolutely necessary to protect the security and validity of the exam.**

## **PROCEDURES FOR DEALING WITH A CORROBORATED IRREGULARITY**

1. Call the Bureau of Education and Testing **FIRST**:

Candidate Service Manager, Supervisor or Bureau Chief at (850) 488-5952

- a. State the situation. (Succinctly and accurately state the ACTIONS of the suspected candidate.)
- b. Get approval to contact law enforcement.
- c. Obtain an estimated value of the examination, whether it is a National or State developed examination.

(Bureau Chief will then contact the Inspector General for DBPR and DBPR Chief of Bureau of Investigations.)

**NOTE: IF THE CANDIDATE POSES A DANGER TO EXAMINATION STAFF OR OTHER CANDIDATES (I.E. THREATENING, ETC.) CALL THE POLICE FIRST. USE YOUR JUDGEMENT. OUR FIRST CONCERN IS ALWAYS SAFETY.**

2. Contact local law enforcement authority.
  - a. State a "violation of Florida Statutes 455 and 812 has occurred (or is occurring).
  - b. State the estimated value of the examination. This will determine the level of prosecution.
3. When the police investigate, either in person or by phone:
  - a. Provide the officer with all necessary information.
  - b. Allow the officer to conduct the search, questioning, etc. (if in person).
  - c. Request the name of the investigating officer.
  - d. Get the assigned case number.
4. If police take examination books as evidence:
  - a. **INSIST THE BOOKS BE STORED SECURELY.**

- b. List the all examination materials on a Law Enforcement Receipt of Examination Material - Evidence in an Investigation form.
  - c. Both the officer and Examination Supervisor MUST SIGN the form.
  - d. Give the middle copy to the officer, the bottom copy to the candidate, and keep the original/top copy for BET.
5. Inform the BET contact of the case number immediately.
  6. Each Supervisor and Proctor who observed the irregularity must individually complete and sign an Irregularity Report.

## **IRREGULARITY REPORT**

**AN IRREGULARITY REPORT MUST BE COMPLETED UPON ANY EVIDENCE OF AN IRREGULARITY ... EVEN IF IT IS NOT CORROBORATED AND NO ACTION IS TAKEN.**

During a written exam, the details of an irregularity must be recorded by the Examination Supervisor and witnessed by two (2) Proctors or Assistant Examination Supervisors. Any action taken to prevent the reoccurrence of the irregularity must also be documented.

All reports must include:

- suspected candidate's number
- examination & part
- date of examination
- time irregularity occurred
- situation of events
- exactly what the reporting individual observed
- the candidate number of any other candidates actively or passively involved (even if candidate is unaware)
- the observer's signature

The Supervisor's report must also include:

- any actions taken
- the name of the investigating officer
- case number
- copy of any (police) reports available
- a seating chart with all designated candidates (if more than one station is involved)

Use factual, descriptive words. The detailed narrative must specify the exact nature of the irregularity, without presenting personal opinions. Do not use phrases like: "appears to be", "seems like", or the word "cheating". The

Irregularity Report and the candidate's answer sheet will be attached to the Examination Report and submitted to BET.

### **CONFIDENTIALITY OF IRREGULARITY REPORT**

The Irregularity Report must be viewed as confidential material. Refer to all candidates by their candidate number only. Do not mention race, sex, age, etc. Be careful not to use the identifying pronouns he, she, him, or her.



## **XII. EMERGENCIES & INTERRUPTIONS**







## XII. EMERGENCIES & INTERRUPTIONS

### EMERGENCY SITUATIONS PROCEDURES

During an examination administration, an emergency or an unforeseen circumstance may arise. All Exams Supervisors and staff shall follow the same procedure in order to avoid unnecessary exam reviews and challenges by affected candidates.

Here are some of the unforeseen circumstances or irregular situations, which you **may** encounter:

- 1- Electrical power failure during the examination.
- 2- Examination books or materials not available at the start up time.
- 3- An event that causes major delay in an exam getting started or continuing (a delay of more than half-hour).
- 4- A situation affecting the whole candidate population participating in that particular exam and of sufficient nature that it interferes with the candidates' attention and concentration.

The following steps shall be followed when one or more of the above situations are present:

- a- Immediately contact Examination Administration Candidate Services Manager at the Bureau of Education and Testing and apprise him/her of the relevant information.
- b- Describe the situation briefly and succinctly to the Candidate Services Manager and carry out the instructions received. Time, numbers and names stated as much as possible.

#### **For example:**

- ❖ 11:30 am Electricity power failure-176 candidates involved...candles were immediately displayed and lit. Lost air-cooling capabilities. Exam materials collected and secured, or Proctors are all standing at their stations.
- ❖ 12:10 Statement was read out to the entire candidate population in the exam room stating options offered and exact exam time offered. Candidates were seated and exam materials secured. All candidates signed option number 2, rescheduling at the next available exam administration, except

two. Their candidate numbers are ----. It was made clear to all that the next scheduled exam will not include all specialties and thus some will be scheduled for the following administration (state month).

❖ A tree has fallen on the roof of the facility. It is not directly interfering with the exam room and officials have deemed the integrity of our portion of the building safe. However, the tree will be removed immediately and the noise from removal equipment is projected to interfere with the exam. Emergency personnel project it will take them 2 1/2 hours to remove the tree and their equipment. Everything else is under control and no other interference is anticipated. 56 candidates are involved. We are 30 minutes into a 3-hour exam. The exam has been temporarily stopped. Proctors are at their stations and standing by for instructions.

- c- Simultaneously, *admit all candidates to their designated seats* (unless they did not leave the examination room) and begin the notes and documentation of the situation immediately. Time, candidate number, precise details of who, where and when involved. Candidates' reaction and steps taken must all be clearly and legibly documented. Any substantiating documents obtained should be faxed, if possible, to BET head office.
- d- At this time, no candidates are to be released without the approval of the Bureau Chief and or Candidate Services Manager.
- e- A decision will be made, by the Bureau Chief or designee, based on all the facts presented, covering Options, if any. The Emergency Form is then dispatched, or allowed to be used to cover choices offered.
- f- Immediately after the Site Examination Supervisor is informed of the decision, a general announcement shall be made from the **PODIUM** to all candidates informing them of the options. All announcements **MUST** be made to the entire candidate population present, to ensure conformity.
- g- If the options are to choose whether to proceed with the exam or be rescheduled at the next available administration, then a signature on the appropriate form shall be obtained from **ALL** candidates. This will ensure that every candidate is provided with equal opportunity to select an option.
- h- The attached Form to be used in such circumstances, unless the Candidate Services Manager specifically provides another.
- i- Site Supervisor to ensure the following information is documented in the Examination Report:





INFORMATION NEEDED IN EXAMINATION REPORT:

<b>IRREGULAR INCIDENT REPORT FORM</b>	
Number of candidates	
Scheduled start time	
Scheduled end time	
Time emergency began	
Description of emergency & steps taken thus far	
Anticipated length of time before exam can resume unheeded	
*Current status	
Recommended action, if any	

\_\_\_\_\_ \* Current status – define:  
 Candidates – doing what & where  
 Proctors – doing what? Where?  
 Atmosphere (physical & emotional)

**STEPS TO TAKE PRIOR TO THE PHONE CALL:**

**--SECURE EXAM MATERIALS--**

**-ENSURE SAFETY OF CANDIDATES & PROCTORS-**







**FLORIDA DEPT. OF BUSINESS & PROFESSIONAL  
REGULATION - BUREAU OF EDUCATION AND TESTING -  
EXAMINATION OPTION FORM**

CANDIDATES AFFECTED BY \_\_\_\_\_ DURING \_\_\_\_\_  
ADMINISTRATION OF THE \_\_\_\_\_ EXAMINATION AT  
THE \_\_\_\_\_ SITE.

**Please select one Option by signing on the line under that Option.**

❖ **OPTION ONE:**

I elect to stay until \_\_\_\_\_ to complete the examination today, \_\_\_\_\_.  
The lost administration time shall be added to this session. By selecting this Option One,  
I waive my right to challenge this examination based solely on these conditions.

\_\_\_\_\_

**Candidate Name and I.D. Number**

❖ **OPTION TWO:**

I elect not to continue the examination today and take the next regularly scheduled  
administration of this part. The fee paid for this portion of the exam will be carried  
forward and applied only to the next scheduled administration. The Bureau of Testing will  
recommend to the Board that this examination portion NOT be counted as an attempt.

\_\_\_\_\_

**Candidate Name and I.D. Number**

\_\_\_\_\_  
Bureau of Education and Testing Exam Staff

On behalf of the Bureau of Education and Testing and Candidate Service Unit, we thank  
you for your cooperation and understanding during this disturbance over which we have  
no control. We apologize for the inconvenience caused.



Remember, during an emergency, the Examination Supervisor's primary responsibility is to maintain the security of the examination and ensure the safety of the candidates and examination team.

The entire situation must be detailed in the Examination Report under General Incidents.

Prior to each examination administration, the Examination Supervisor should:

- (a) locate all emergency exits
- (b) locate telephones for emergency calls
- (c) locate fire extinguishers
- (d) brief Proctors on procedures to be followed

### **EMERGENCY FOR ONE CANDIDATE**

In the event one candidate becomes seriously ill or injured, the Examination Supervisor must ensure emergency aid is procured while maintaining the security and quiet testing atmosphere for the other candidates. If possible, the ill or injured candidate should be removed to an area where the candidate can receive aid without disturbing the other candidates.

### **EMERGENCY REQUIRING EVACUATION OF CANDIDATES**

In the event a situation occurs which threatens the safety of the candidates and examination staff, the Examination Supervisor must be prepared to execute an orderly evacuation of the examination room. The Examination Supervisor must quickly announce:

- to stop working
- the nature of the situation
- to place all answer sheets inside the test booklets where currently working and close the booklets
- the procedures for evacuation
- that no talking or exchange of information is to occur

If the Examination Supervisor determines the situation can be contained long enough to collect and audit the examination booklets and Answer Sheets, the normal BPR procedures should be followed.

However, if the situation warrants an immediate evacuation of the room, the Examination Supervisor should instruct the candidates to leave all examination materials on their desks and to orderly and quietly vacate the room.

Proctors should monitor the candidates very closely to ensure no test booklets and/or answer sheets leave the test room.

If possible, the examination room should be locked during the evacuation. Candidates must also be monitored during the emergency to ensure no talking or exchange of information occurs.

## **REDISTRIBUTION OF THE TEST MATERIALS AFTER AN EVACUATION**

The Examination Supervisor and Proctors must re-enter the examination room before the candidates. If the circumstances warranted vacating the room without collecting the examination booklets, the Proctors will collect the test booklets and conduct a thorough audit before the candidates are allowed to enter the room.

When the candidates re-enter the examination room, all Proctors must visually monitor the candidates to ensure unauthorized persons do not gain entry.

Station Proctors must once again identify each candidate by viewing their picture I.D. and verifying that it matches the candidate present. Use the booklet numbers recorded on the Roster to ensure each candidate receives the same examination materials originally issued. No candidate may resume until all candidates have received their materials and Examination Supervisor gives the OK.

The Examination Supervisor, after obtaining Candidate Services Manager's approval, will announce:

- the amount of time lost
- the amount of make-up time (equivalent to time delayed)
- the new examination ending time
- to resume working





## **XIII. APPENDIX A**





# CHECKLISTS - DUTIES & SUPPLIES

Site Examination Supervisor  
Assistant Examination Supervisors  
Door/Security Proctors  
Station Proctors  
Floating/Support Proctors  
Restroom Proctors  
Situations Requiring The Examination Supervisor Be Notified  
Sample: Checklist of General Supplies

## **SITE EXAMINATION SUPERVISOR DUTIES:**

- \_\_\_\_\_ Schedule exam staff
- \_\_\_\_\_ Check supplies
- \_\_\_\_\_ Confirm delivery of test booklets, etc.
- \_\_\_\_\_ Determine candidate station assignments; prepare Station Rosters, Audit Forms, and Seating Charts
- \_\_\_\_\_ Prepare packets for all staff and Proctors pay vouchers
- \_\_\_\_\_ Site inspection
- \_\_\_\_\_ Schedule and conduct Proctor Orientation Meeting
- \_\_\_\_\_ Coordinate site set-up and re-inspect
- \_\_\_\_\_ Supervise and monitor exam staff; monitor visitors and Board Members
- \_\_\_\_\_ Assist candidates with special needs
- \_\_\_\_\_ Ensure Proctors selected as Readers read over the examination, prior to candidates reporting
- \_\_\_\_\_ Read the Oral Instructions to Candidates verbatim (direct candidates to sign their pink slips, fill out their answer sheets, check examination materials for defect, etc); answer candidate questions
- \_\_\_\_\_ Accurately time all aspects of the exam
- \_\_\_\_\_ Make designated time announcements or post time remaining
- \_\_\_\_\_ Guide candidates through check out procedures
- \_\_\_\_\_ Handle and document all incidents, irregularities, emergencies and interruptions, and candidate concerns according to the specific procedures detailed in this manual
- \_\_\_\_\_ Complete Examination Check-sheet
- \_\_\_\_\_ Complete Examination Report – document statistics, incidents, etc.
- \_\_\_\_\_ Coordinate clean up of site and re-inspect

The Site Examination Supervisor will need the following materials:

1. General Administration Manual
2. Profession Administration Manual
3. Rosters
4. Pink Slips

5. Examination Report forms
  - a. Test Environment/Adequacy of Test Facility
  - b. Late Arrivals
  - c. Test Item Changes/Additions Made At Examination Site/Candidates  
Withdrawing or Failing to Perform at Examination
  - d. Defective Test Booklet Reporting Form
  - e. General Incidents
  - f. Recommendations
  - g. Proctor List
6. Irregularity Report forms
7. Check-sheet

## **ASSISTANT EXAMINATION SUPERVISOR**

### **AES at Booklet Control**

Sign delivery receipt for test booklet

Conduct initial audit of exam materials against the Packing/Site inventory Form;  
sign form

Prepare Booklet Verification Forms for each station

Distribute examination materials to all staff

Ensure materials are secured at all times - NEVER LEAVE BOOKLET

**CONTROL AREA UNATTENDED**

Record all incoming and outgoing test booklets on the appropriate station's  
Booklet Verification Form

Complete Booklet Control Worksheet

**REPORT ALL UNUSUAL INCIDENTS & IRREGULARITIES TO THE SITE  
EXAMINATION SUPERVISOR IMMEDIATELY.**

Check all forms for accuracy and legibility

Verify individual station audit - Booklet Verification Forms

Repack examination materials according to packing instructions in Profession  
Manual and verify/sign Packing/Site Inventory Form

Have carrier receipt of examination materials

The AES at Booklet Control will need the following:

1. Roster of Candidates
  - a. Alpha
  - b. Numeric - indicating station assignments
2. Packing/Site Inventory Form (for test booklets)
3. Booklet Verification Forms
4. Booklet Control Worksheet
5. Cover Sheets (for packing)
6. Additional copies of all forms

Duties and supplies needed by other Assistant Examination Supervisors will vary according to specific assignment.

### **DOOR/SECURITY PROCTORS DUTIES:**

Check each candidate's White Admission Slip and direct candidate to assigned stations.

For each candidate without a White Slip, check candidate ID, complete a Duplicate Admission Slip for any candidate without an acceptable ID, have candidate fill out a Certification of Identification Form.

Monitor materials brought in the examination room by candidates; restricted or personal materials must be left outside exam room, tagged with candidate number.

Initiate a Late Slip for each candidate who arrives after the Oral Instructions have begun.

**REPORT ALL UNUSUAL INCIDENTS & IRREGULARITIES TO THE SITE EXAMINATION SUPERVISOR IMMEDIATELY.**

When a candidate has completed station check out and is ready to leave the examination room, check the White Slip for proper exit code and Proctor initials

Ensure that no late arriving candidate is permitted to enter after the first candidate has left the examination room.

Door Proctors must have the following materials:

1. Candidate Alpha Roster
2. Station Assignment List
3. Duplicate Admission Slips
4. Certification of Identification Forms
5. Late Slips
6. Visitor Sign-In Roster

### **STATION PROCTORS DUTIES:**

Compare each candidate's White Slip, Pink Slip, and photo ID. Collect the White Slips, Pink Slips with Photo remain on the candidate tables. Ensure only examination materials are on the desktops - throughout the examination.

If there is any question about a candidate's identity (no photo ID, unconvincing photo), have the candidate complete a **Certification of Identification** Form and attach to Pink Slip.

Indicate each candidate's presence on the Station Roster.  
Assist with candidate questions throughout the examination.  
Verify candidates have bubbled in their answers on the Answer Sheet before End of exam.  
Pick up examination materials from Booklet Control and sign Booklet Verification Form.  
Return unused booklets to Booklet Control.  
Change out defective materials.  
Have each late candidate complete the Candidate Late Statement on the Late Slip; witness and sign the slip in the designated space; record the time the candidate actually begins the examination.  
After examination begins, place candidates' White Slips in numerical order; note the designated exit code **minus your initials** on the back of each slip; store White Slips out of candidate reach.  
Complete the station No Show Slip; also indicate **NS** in ink on the Roster, Audit Form, and Pink Slips of no show candidates.  
Take or send the station No Show Slip to Booklet Control.  
Record the total number of candidates examined and no shows at the top of the Audit Form.  
Monitor and assist candidates.  
Secure candidate examination materials during candidate breaks.  
**REPORT ALL UNUSUAL INCIDENTS & IRREGULARITIES TO THE SITE EXAMINATION SUPERVISOR IMMEDIATELY.**  
Count the number of candidates remaining in your station when the 5 or 15 minute time announcement is made.

**During candidate check-out:**

Check all materials for proper and legible information.  
Record the receipt of **each item** (test booklet- no missing pages, Answer Sheet, Exhibit Booklet, additional materials, and Pink Slip - during final session) on the Audit Form.  
Note candidate checked out on Roster.  
Place all candidate materials in red winged folder for return to Booklet Control.  
Initial the exit code on candidate's White Slip and return to candidate.  
Return all materials to Booklet Control after candidates exit.  
Retrieve all station materials from Booklet Control and conduct final audit.  
Sign Booklet Verification Form, Audit Form, and Roster.

All Station Proctors will require the following materials:

1. Station Roster (numeric)
2. Pink Slips
3. Audit Form for Test Materials
4. No-Show Slip
5. Pencils
6. Red Wing Expansion Folders (2) - labeled with Station #

7. Test question booklets (examination specific)
8. Answer sheets and/or solution/essay booklets (examination specific)
9. Clip Board
10. Red Pen
11. Signs

### **FLOATING/SUPPORT PROCTOR DUTIES:**

Assist in directing candidates to assigned stations and seats

Escort late candidates to assigned station

Transfer materials between Booklet Control and the Station Proctors

Monitor and assist candidate

Assist other exam staff as needed

**REPORT ALL UNUSUAL INCIDENTS & IRREGULARITIES TO THE SITE  
EXAMINATION SUPERVISOR IMMEDIATELY.**

Circulate throughout the examination room collecting red wing folders and return to Booklet Control

Initial Audit Form at station and Booklet Verification Form at Booklet Control each time you receive or deliver examination materials

Duties and supplies needed by Floating Proctors will vary according to specific assignment.

### **RESTROOM PROCTOR DUTIES:**

Check the restroom thoroughly for books, papers, hidden notes, or other articles...once the ES begins the Oral Instructions and every 15 minutes thereafter.

Check candidate's Pink Slip and record candidate number on Restroom Roster as she/he enters restroom area; have candidate print his/her name and time in; retain Pink Slip - DO NOT LEAVE PINK SLIPS UNATTENDED.

If more than one candidate enter the restroom at a time, proctor and monitor candidates.

When candidate is ready to leave restroom area, have him/her note the time out; return the candidate's Pink Slip.

**REPORT ALL UNUSUAL INCIDENTS & IRREGULARITIES TO THE SITE  
EXAMINATION SUPERVISOR IMMEDIATELY.**

Restroom Proctors will need these supplies:

- Restroom Rosters
- Pens/pencils
- Timer (synchronized with official timer)
- Rubber gloves (optional)

## **SITUATIONS REQUIRING THE EXAMINATION SUPERVISOR BE NOTIFIED:**

- scheduling discrepancies
- candidate not listed on Roster
- candidate with no Pink Slip
- candidate change in discipline or examination parts
- candidate with unconvincing ID
- defective test booklets, answer sheets, or other examination material
- candidate questions or complaints
- regarding test content or items
- BPR procedures
- distracting conditions (noise, flickering lighting, biting bugs, etc.)
- site emergency
- candidate emergency

## **CANDIDATE IRREGULARITY**

- behaving oddly or improperly  
unusual pattern of restroom use
- disturbing other candidates
- posing a threat to examination security
- using unauthorized notes or sources of information
- attempting to remove or copy examination materials
- unusual situations/incidents

## **SAMPLE: CHECKLIST OF SUPPLIES**

### **General Supplies**

- \_\_\_\_\_ Large Clock (if not provided by the site)
- \_\_\_\_\_ Timers (one official timer, one for Restroom, one for Door Proctor)
- \_\_\_\_\_ Clipboards
- \_\_\_\_\_ Red-wing expandable folders
- \_\_\_\_\_ Scissors
- \_\_\_\_\_ Staplers, Staples, Staple remover
- \_\_\_\_\_ Rubber Bands
- \_\_\_\_\_ Paper Clips
- \_\_\_\_\_ Magic markers
- \_\_\_\_\_ Sharpie markers
- \_\_\_\_\_ Black or blue pens
- \_\_\_\_\_ Red pens
- \_\_\_\_\_ Sharpened pencils and pencil sharpener (optional)
- \_\_\_\_\_ Plank paper
- \_\_\_\_\_ Masking tape
- \_\_\_\_\_ Filament (packing) tape
- \_\_\_\_\_ Packaging materials
- \_\_\_\_\_ Shipping labels

- \_\_\_\_\_ First Aid Kit
- \_\_\_\_\_ Rubber gloves (Examination staff MUST protect themselves when dealing with situations that pose health risks.)

**Examination Supplies**

- \_\_\_\_\_ Administration Manual
- \_\_\_\_\_ Answer sheets
- \_\_\_\_\_ Badges (Exam Supervisor, Assistant ES, Proctor, Visitor, Board Member)
- \_\_\_\_\_ Signs (Quiet, No Entrance ...)

**Administration Forms**

- \_\_\_\_\_ Roster of Candidates
- \_\_\_\_\_ Alpha / Station
- \_\_\_\_\_ Numeric / Station
- \_\_\_\_\_ Pink Slips (corresponds to candidate's White Admission Slips)
- \_\_\_\_\_ Packing/Site Inventory Form
- \_\_\_\_\_ Audit Form for Test Materials/Station Seating Chart
- \_\_\_\_\_ Booklet Verification Form
- \_\_\_\_\_ Visitor Sign-In Roster
- \_\_\_\_\_ Duplicate Admission Slip
- \_\_\_\_\_ Certification of Identification
- \_\_\_\_\_ Late Slip
- \_\_\_\_\_ No Show Slip
- \_\_\_\_\_ Booklet Control Worksheet
- \_\_\_\_\_ Restroom Roster
- \_\_\_\_\_ Cover Sheet (for packing)
- \_\_\_\_\_ Examination Report

**Personnel Forms**

- \_\_\_\_\_ OPS Examination Time Sheet
- \_\_\_\_\_ Reimbursement for Travel Voucher
- \_\_\_\_\_ Reimbursement for other than Travel

**Special Candidate Supplies**

- \_\_\_\_\_ ADA Site Verification Form
- \_\_\_\_\_ Reader Responsibility Form (If applicable)